Refine Search

Search Results -

Term	Documents
(7 AND 1).USPT.	17
(L1 AND L7).USPT.	17

Database:
```
US Pre-Grant Publication Full-Text Database
US Patents Full-Text Database
US OCR Full-Text Database
EPO Abstracts Database
JPO Abstracts Database
Derwent World Patents Index
IBM Technical Disclosure Bulletins
```

Search: L8

[Refine Search]

[Recall Text ⬍]   [Clear]   [Interrupt]

Search History

DATE: Wednesday, March 01, 2006   Printable Copy   Create Case

Set Name side by side	Query	Hit Count	Set Name result set
DB=USPT; THES=DTIC; PLUR=YES; OP=OR			
L8	ll and L7	17	L8
L7	(rank$3 or score or scoring or weigh$ or order$3 or compare or comparing) near5 complain$	300	L7
L6	ll and L5	34	L6
L5	(claim or claims or complain$) near5 handl$	109	L5
L4	(claim or claims or complain$) handl$	801839	L4
L3	(claim or claims) same handl$	0	L3
L2	ll near5 (claim or claims) same handl$	0	L2
L1	((technical or task or tech or customer) near5 support$5 or helpdesk or help adj desk)	9677	L1

Scanned Titles and abstract

END OF SEARCH HISTORY

07609106   INSPEC Abstract Number: B2000-07-6210L-082, C2000-07-5620-019
 Title: Raising network fault management intelligence
   Author(s): Burgess, J.; Guillermo, R.
   Author Affiliation: Predictive Syst. Inc., Florham Park, NJ, USA
   Conference Title: NOMS 2000. 2000 IEEE/IFIP Network Operations and
Management Symposium `The Networked Planet: Management Beyond 2000' (Cat.
No.00CB37074)   p.861-74
   Editor(s): Hong, J.W.; Weihmayer, R.
   Publisher: IEEE, Piscataway, NJ, USA
   Publication Date: 2000   Country of Publication: USA   xxvii+1022 pp.
   ISBN: 0 7803 5928 3   Material Identity Number: XX-1999-03415
   Conference Title: Proceedings of Network Operations and Management
Symposium
   Conference Date: 10-14 April 2000   Conference Location: Honolulu, HI,
USA
   Medium: Alos available on CD-ROM in PDF format
   Language: English   Document Type: Conference Paper (PA)
   Treatment: Practical (P)

   Abstract: Most large network management centers have relatively low
skilled personnel as their first **level** **operations** staff. Many
organizations attempt to cope with this situation by restricting the set of
problems these people have to deal with to those which are well understood
and documented. Several software packages exist which can correlate and
filter incoming events from the network and present a **select** subset to
the **operator** . Unfortunately, programming these fault management
applications requires considerable expertise and effort. Often, once the
initial development is done, the implementation remains static, while the
network itself is dynamic. This paper proposes a methodology for
documenting known faults and responses, programming fault correlation
engines, continuously examining real behavior, and feeding the result back
into the programming process. This results in a continuous improvement in
fault management intelligence, with corresponding improvement in network
availability and thus **value** of the network to the organization. (0 Refs)
   Subfile: B C
   Descriptors: computer network management; computer network reliability;
fault diagnosis; programming; software packages; **technical support**
services
   Identifiers: network fault management; fault management intelligence;
network management centers; **operations** staff; software packages; fault
management applications; fault documentation; programming; fault
correlation engines; continuous improvement; network availability
   Class Codes: B6210L (Computer communications); B6210C (Network management
); C5620 (Computer networks and techniques); C5670 (Network performance)

   13/5/3   (Item 3 from file: 2)

06420289   INSPEC   Abstract   Number: A9624-4278-036,   B9612-4190-012,
C9612-7320-083
 Title: How we saved our critical legacy optics software from extinction
   Author(s): Moore, M.L.; Weller, S.W.
   Author Affiliation: Eastman Kodak Co., Rochester, NY, USA
   Journal: Proceedings of the SPIE - The International Society for Optical
Engineering Conference Title: Proc. SPIE - Int. Soc. Opt. Eng. (USA)
vol.2774   p.545-52
   Publisher: SPIE-Int. Soc. Opt. Eng,

Publication Date: 1996   Country of Publication: USA
CODEN: PSISDG   ISSN: 0277-786X
SICI: 0277-786X(1996)2774L.545:SCLO;1-6
Material Identity Number: C574-96218
U.S. Copyright Clearance Center Code: 0 8194 2159 6/96/$6.00
Conference Title: Design and Engineering of Optical Systems
Conference Sponsor: SPIE; Corning France; Essilor Int.; Glasgow Dev. Agency; et al
Conference Date: 13-16 May 1996   Conference Location: Glasgow, UK
Language: English   Document Type: Conference Paper (PA); Journal Paper (JP)
Treatment: Theoretical (T)

Abstract: Our department at Eastman Kodak Company is responsible for substantial optical design and manufacturing **projects** . **Software support** for these efforts has included the development of special purpose optics codes which are considered to be strategic assets. Over time, these Fortran-based codes have become difficult to use and given their **importance** to our ongoing success, we have begun a large- **scale** effort to make them accessible to modern designers and **engineers** . In addition to making these legacy codes available on PCs, we realized the need for new methods to manage the quantities of data manipulated by our designers and **engineers** . We **chose** to center our development on Lens Documents, and the software framework we have constructed embodies this data-centric view. We will describe the process we went through to create this framework, with an emphasis on our design approach and the major decisions relating to hardware and software for development and deployment. (0 Refs)

Subfile: A B C
Descriptors: CAD; codes; FORTRAN; lenses; microcomputer applications; optical design techniques; physics computing
Identifiers: critical legacy optics software; Eastman Kodak Company; optical design; optical manufacturing **projects** ; **software support** ; special purpose optics codes; Fortran-based codes; PCs; Lens Documents; software framework; data-centric view; design approach
Class Codes: A4278C (Optical lens and mirror design); B4190 (Other optical system components); B6120B (Codes); C7320 (Physics and chemistry computing)

13/5/4   (Item 4 from file: 2)

03090738   INSPEC Abstract Number: C83029412
Title: Implementation of social program innovations in public sector organizations: a test of the modified RD and D model
Author(s): Roitman, D.; Gottschalk, R.; Mayer, J.; Blakely, C.
Author Affiliation: Dept. of Psychology, Michigan State Univ., East Lansing, MI, USA
Journal: IEEE Transactions on Engineering Management   vol.EM-30, no.2 p.68-75
Publication Date: May 1983   Country of Publication: USA
CODEN: IEEMA4   ISSN: 0018-9391
U.S. Copyright Clearance Center Code: 0018-9391/83/0500-0068$01.00
Language: English   Document Type: Journal Paper (JP)
Treatment: Theoretical (T)
Abstract: Describes a study which provided information concerning the viability of the 'modified' Research, Development, and Dissemination as a vehicle for the dissemination of social innovations. Modifications of the classical RD and D model which were introduced by the National Diffusion

Network (NDN) of the federal Department of Education and the Exemplary **Projects** Program of the federal Department of Justice included the utilization of practitioner-developed programs, site visits, on-going **technical assistance** , and linkage **agents** . A study of three NDN and four Exemplary **Projects** was designed to measure the extent of innovation implementation (fidelity) at 129 adopting sites. The innovations were diverse in content and implementing context, with field sites including schools, courts, prisons, police departments, and social service agencies. A major thrust of the research was the refining of a methodology for measuring innovation implementation. This involved identifying innovation components and **scaling** each component in terms of ideal, acceptable, and unacceptable variations. Results of the research showed that mean fidelity **scores** for each innovation all fell within the acceptable range, thus providing support for the modified RD and D model. However, **significant** differences among innovations **indicated** the necessity of further research to explicate mediating variables. (25 Refs)
   Subfile: C
   Descriptors: **operations** research
   Identifiers: social program innovations; public sector organizations; modified RD and D model; Research, Development, and Dissemination; National Diffusion Network; NDN; innovation implementation·
   Class Codes: C1290D (Economics and business)

13/5/5   (Item 1 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
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01911227 ORDER NO: AADAA-IC809526
Experimental ergonomic evaluation with user trials: EEE product development procedures
   Author: Kirvesoja, Heli Marja
   Degree: D.Sc.Tech.
   Year: 2001
   Corporate Source/Institution: Oulun Yliopisto (Finland) (0409)
   Source: VOLUME 63/04-C OF DISSERTATION ABSTRACTS INTERNATIONAL.
         PAGE 864. 160 PAGES
   Descriptors: ENGINEERING, SYSTEM SCIENCE
   Descriptor Codes: 0790
   ISBN: 951-42-5936-X
   Publisher: Publication Committee, P.O.B. 7500, FIN-90014 University of
         Oulu, Finland

    This thesis shows the methodological possibilities of involvement of end-users with the help of six experimental ergonomic evaluation (EEE) procedures. A special focus in the experiments was placed on elderly end-users. Since the number of elderly citizens is increasing, there is a need for better usability of products to help the elderly live independently at their homes. All the EEE procedures were based on a **user** - **centred** approach with different user trial types (N = 15). The users as subjects (N = 264) performed as real **tasks** as possible and, based on their perceptions during the trials, **gave** their preferences or scored certain variables. The subjects were as well observed and measured by the researcher. The perceived preference and observed performance measures were then combined.
    The different methods used in the EEE procedures ranged from simple evaluation methods based on subjective estimations, such as **rating** and **ranking** , to more complex multi-criteria methods used to facilitate decision-making, such as conjoint analysis, Mitchell's paired comparison and use- **value** analysis. Product concepts were also described in various

ways to subjects making choices. The products or other technologies in the
trials comprised a total of 9 cases, ranging from "low- **tech** "
steps and chairs to "high- **tech** " information and communication
technology (ICT) applications. Based on this study the EEE procedures are
easy to implement in industry for routine usability testing within R&D
of the products, the only component of interactive system being able to
influenced by manufacturing industry. The present EEE procedures proved to
be cost-effective, efficient and sufficiently valid.

13/5/6   (Item 2 from file: 35)

01539684   ORDER NO: AAD97-11066
 SOFTWARE   SUPPORT **FOR PARALLEL PROCESSING OF IRREGULAR AND DYNAMIC
COMPUTATIONS (STEPWISE SLOWLY CHANGING, SCHEDULING, N BODY, VORTEX SHEET
ROLL UP)**
   Author: JIAO, JIA
   Degree: PH.D.
   Year: 1996
   Corporate Source/Institution: RUTGERS THE STATE UNIVERSITY OF NEW JERSEY
         - NEW BRUNSWICK (0190)
   Director: APOSTOLOS GERASOULIS
   Source: VOLUME 57/11-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
         PAGE 7045.   164 PAGES
   Descriptors: COMPUTER SCIENCE
   Descriptor Codes: 0984

     Many real world scientific computations are irregular and dynamic,
which pose great challenge to the effort of parallelization. In this thesis
we study the efficient mapping of a subclass of these problems, namely the
"stepwise slowly changing" problems, onto distributed memory
multiprocessors using the **task** graph scheduling approach. There exists a
large class of applications which belong to this category. Intuitively, the
irregularity requires sophisticated mapping algorithms, and the "slowness"
in the changes of the computational structures between steps allows the
scheduling cost to be amortized, justifying the approach.
     We study three **representative** and widely-used applications: The
N-body simulation in astrophysics, the Vortex-Sheet Roll-Up and the Contour
Dynamics Computation from Computational Fluid Dynamics. We start with an
initial global compile-time scheduling, and apply new rescheduling
algorithms to improve performance when this schedule degenerates over the
iterative process. We develop rescheduling algorithms for two **important**
dynamic patterns: **task** graph **weight** variation, and dynamic spawning of
new subgraphs. These algorithms are tested on random graphs and real
applications such as the FMM N-body and Vortex Sheet. Our experiments show
that global scheduling using sophisticated methods can be beneficial for
these problems, and our fast rescheduling algorithms can correct run-time
imbalance with very low cost.
     In summary, we discuss several central issues such as schedule reuse,
performance/overhead trade-off and the **selection** of rescheduling methods.
We identify classes of problems where rescheduling algorithms are
applicable, and present experimental evidence to justify our approach.
     Throughout the thesis, performance results are obtained from
particular problems but presented in the general framework of **software
support** systems. In addition, we examine an automatic **task** graph
generation tool that can handle restricted cases of sequential code, and
carry out its integration with our scheduling system. The new system is
capable of realizing automatic parallelization of simple programs, a step

forward to the grand challenge of fully automatic parallelization of
regular and irregular code.

13/5/7   (Item 3 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
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01254731 ORDER NO: AAD92-35584
**DIFFERING PERCEPTIONS AMONG SPECIAL EDUCATION PROFESSIONALS REGARDING THE
NEEDS OF SECONDARY STUDENTS WITH LEARNING DISABILITIES**
   Author: MELLBLOM, CARON IVY
   Degree: ED.D.
   Year: 1992
   Corporate Source/Institution: UNIVERSITY OF NORTHERN COLORADO (0161)
   Adviser: JAMES A. DE RUITER
   Source: VOLUME 53/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
            PAGE 2766. 145 PAGES
   Descriptors: EDUCATION, SPECIAL; EDUCATION, SECONDARY
   Descriptor Codes: 0529; 0533

     Secondary students with learning disabilities present members of the
field of special education with unique challenges in meeting their
educational needs. This study of 180 special education professionals sought
to **determine** if the perceptions of the academic and social needs of
secondary students with learning disabilities differed by type of position.
Specifically, this study surveyed 68 college learning **assistance   center**
personnel, 55 secondary special education teachers, and 57 university
special education faculty. A Likert style questionnaire was developed for
the purposes of **determining** if differing perceptions did exist. The 52
items of the survey were submitted to factor analysis and reduced to four
distinct factors. These factors were labeled characteristics and
descriptors of learning disabilities, success of students with learning
disabilities, curriculum and teacher impact, and preparation for adulthood.
ANOVA techniques were employed to identify significant differences between
groups. Finally, the Scheffe' post hoc procedure was applied to the data to
identify which groups differed from which.
     Significant differences were found when the responses of the college
learning center group were compared with those of both the teachers and the
faculty subgroups. The college learning center participants differed
significantly from the Teachers and the faculty in their beliefs about the
characteristics and descriptors of learning disabilities, the factors that
contribute to the success of students with learning disabilities, and
activities and experiences that prepare students with learning disabilities
for adulthood. These differences were upheld when the responses of the
teacher and faculty subgroup responses were combined and again compared
with the responses provided by the members of the college learning group.
Similarities and differences between the participant response subgroups
were described and explanations of the potential reasons for these
differences were identified. Although **significant** differences were
identified, on three of the four factors in this study, the differences
were in the **levels** of agreement and were not in most cases
representative of extremely diverse viewpoints.
     Implications for further study include a need to develop collaborative
dialog between the members of the three groups, along with potential
demonstration and pilot **projects** .

13/5/8   (Item 4 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online

933853   ORDER NO: AAD86-24972
THE DESIGN AND EVALUATION OF A HIGH PERFORMANCE SMALLTALK SYSTEM (RISC,
GARBAGE COLLECTING, COMPUTER ARCHITECTURE)
   Author: UNGAR, DAVID MICHAEL
   Degree: PH.D.
   Year: 1986
   Corporate Source/Institution: UNIVERSITY OF CALIFORNIA, BERKELEY (0028)
   Source: VOLUME 47/07-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
             PAGE 3004.   243 PAGES
   Descriptors: COMPUTER SCIENCE
   Descriptor Codes: 0984

     The Smalltalk-80('TM) system makes it possible to write programs
quickly by providing object-oriented programming, incremental compilation,
run-time type checking, user-extensible data types and control structures,
and an interactive graphical interface. However, the potential savings in
programming effort have been curtailed by poor performance in widely
available computers or high processor cost. Smalltalk-80 systems pose tough
challenges for implementors: dynamic data typing, a high-level instruction
set, frequent and expensive procedure calls, and object-oriented storage
management.
     To solve these problems, a group of researchers at U.C. Berkeley
has designed and built the SOAR (Smalltalk On A RISC) microprocessor. In
order to **determine** the performance of Smalltalk-80 on SOAR and to
evaluate the **importance** of each of the ideas, simulations of five
representative benchmarks have been analyzed. The results suggest that:
(1) Six ideas substantially improve performance: compilation to a low-
level instruction set, multiple windows of on-chip registers, caching the
target of a call instruction in the instruction itself, byte insert and
extract instructions, instructions for arithmetic and comparison
operations on tagged integers, and our storage management algorithm,
Generation Scavenging. (2) Seven features contribute little to performance:
shadow registers to simplify trap recovery, **hardware assistance** for
garbage collection, vectored traps, addressable registers, clearing
multiple registers in parallel, conditional trap instructions, and load-
and store-multiple instructions. (3) The language-specific hardware in SOAR
doubles its performance over a RISC II with the same cycle time. (4)
Generation Scavenging, a storage reclamation algorithm developed by the
author, consumes only 3% of the CPU time, in contrast to the 9% of
comparable Smalltalk-80 systems. (5) Despite a five-to-one handicap in
basic cycle time, the NMOS SOAR microprocessor should run as fast as an ECL
Dorado minicomputer.
     The dissertation reports two results that run counter to
conventional wisdom: that a reduced instruction set computer can offer
excellent performance for a system with dynamic data typing such as
Smalltalk-80, and that automatic storage reclamation need not be
time-consuming.

   13/5/9   (Item 5 from file: 35)

840727   ORDER NO: AAD84-09570
LAY LEADER PARTICIPATION IN EXTENSION WORK IN THE PHILIPPINES
   Author: SUMAYAO, BLANDA RELENTE
   Degree: ED.D.

The need for research on people participation in development,
particularly by extension lay leaders, is especially important in the
Philippines where, paradoxically manpower in agricultural extension is
limited but abundant in the rural areas. This study, therefore, was
conducted to analyze empirically the participation of lay leaders (LLs) in
the local agricultural extension programs in two Philippine provinces.
Basic data were developed by personal interview of 107 LLs and 79 extension
agents (EAs) in these provinces.
        Participation of LLs was primarily in program implementation,
quite minimal in planning and evaluation.
        In implementation, participation by the majority of the LLs was
principally in the areas of: **technical   assistance** , attending to
project visitors, and communicating notices and directives to other
people. Participation in planning was directed toward the identification of
barangay needs and problems and the formulation of **project** objectives.
The few who participated in evaluation basically monitored **project**
activities.
        The LLs were highly favorable to participation especially in
planning and implementation. Practically all of them favored participation
in identifying barangay needs and problems, in furnishing information about
the barangay, calling and presiding over meetings, attending to **project**
visitors, and monitoring of **project** activities.
        The EAs perceived higher participation by their LLs whether it was
in planning, implementation, or evaluation. However, they were not as
enthusiastic as the LLs concerning LL participation in program development
activities particularly in evaluation.
        The two groups of respondents also differed in the activities
favored for LL participation.
        The correlation tests showed highly **significant** relationships
among **levels** of participation in planning (LOP(,p)), implementation
(LOP(,i)), and evaluation (LOP(,e)).
        Using the multiple regression analysis, the variance in LOP(,p)
was best explained by organizational affiliation; that of LOP(,i), by age,
organizational affiliation, family responsiveness, and preparation for
work, these last two **giving** negative beta values; variance in LOP(,e) was
explained by organizational affiliation; and variance in overall level of
participation by organizational affiliation, family responsiveness, and
preparation for work, again these last two variables **giving** negative beta
values.
        It was concluded that lay leader participation in the local
extension programs in the two Philippine provinces is apparent only in
implementation.

 13/5/10   (Item 6 from file: 35)

743738   ORDER NO: AAD81-09772
**AN INVESTIGATION OF FEDERAL INTERVENTION IN SPECIAL EDUCATION: MODEL
PROGRAMS AND THEIR USE OF** TECHNICAL   ASSISTANCE

Author: SHOEMAKER, MARY SUE
Degree: PH.D.
Year: 1980
Corporate Source/Institution: UNIVERSITY OF WASHINGTON (0250)
Source: VOLUME 41/11-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
    PAGE 4680. 230 PAGES
Descriptors: EDUCATION, SPECIAL
Descriptor Codes: 0529

Using descriptive analysis and correlational research procedures this study investigated relationships between two federally-supported education programs: (a) a set of model demonstration **projects** and (b) the **technical assistance** agency funded to provide support to those **projects**. Two major research questions were addressed: (1) is there a set of model **project** characteristics which relate to model **project** use of technical asssistance, and if so (2) what are the relationships of **selected** individual variables to model **project** use of **technical assistance** ? Model **project** variables included characteristics of model **projects** in four areas (institutional setting, **project** resources, structural-**operational** factors and encounters with outside assistance). **Technical assistance** variables studied were **level** of use, types of assistance and content focus of information provided by the assistance system to the model **projects**. Participants in the study were **representatives** of each of sixty-eight model **projects** and staff members of the **technical assistance** agency. Although a set of model **project** characteristics related to model **project** use of **technical assistance** was not found, the study did find **significant** relationships between a number of individual variables and model **project** use of **technical assistance**.

13/5/11   (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06110863
Not just hot air
  UK: BOC UNVEILS NEW SERVICE INITIATIVE
Financial Times (FT)   09 Feb 1995 p.19
Language: ENGLISH

A new customer service initiative has been launched by BOC Gases. Its GB# 2mn **Project** Telephone provides its 300,000 customers with a freephone service which will enable them to place orders, make complaints, obtain **technical support** or even emergency help. Plans to introduce the service were preceded by surveys of customers and their **levels** of satisfaction. The **importa**nce of the customer has increased as competition has grown. BOC currently has 60% of the market but a number of new companies, Linde of Germany and Aga of Sweden, have gained marketshare. As a result BOC felt it was advisable to introduce a customer driven contact service. Each phone **operator** at BOC has been trained to **give** guidance across a broad range of issues. Where more advice is required a specialist will be sought.

COMPANY: BOC
PRODUCT: Industrial Gases (2813);
EVENT: Marketing Procedures (24);
COUNTRY: United Kingdom (4UK);

```
Set      Items    Description
S1      335178    (TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-
                  WARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR
                  ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTR-
                  E? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HAN-
                  DL?
S2    13027027    DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK???
                  OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPEC-
                  IFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3     4594478    ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR -
                  REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4     8932217    TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR
                  CLAIM? ?
S5     8151025    RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LE-
                  VEL? OR DEGREE? OR GRADE?
S6     7477940    IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR -
                  SIGNIFICAN?? OR VALUE
S7      227831    S2(10N)S3
S8      227712    S5(7N)S6
S9       27159    S8(S)S4
S10        655    S7 AND S9
S11         61    S10 AND S1
S12         13    S11 NOT PY>2001
S13         12    RD  (unique items)
File  20:Dialog Global Reporter 1997-2006/Jan 03
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13/3,K/1
DIALOG(R)File 20:Dialog Global Reporter
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30437050 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Event Brief of Q2 2003 The St. Paul Companies Inc. Earnings Conference Call
   - Part 1**
FAIR DISCLOSURE WIRE
July 03, 2000
JOURNAL CODE: WFDW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 4613

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

      ... 3. Strategic Progress: 1. Started with a view based on events at
agent   and   distributor   **level**   . 2. There has been **significant**
consolidation with implications for every insurance company doing business
at the agent level. 3. Had...

   ... has been able to expand. 6. Specific results of this quarter are very
encouraging. 4. **Operational** Data: 1. Small commercial arena: 1. Team has
done a remarkable job building the business... over volatile line of
business. 3. In   April, co. announced it had received notice on **claims**
from a bankrupt principal with bonds with penal sums totaling $120m and
started receiving **claims** . 4. Have reviewed assessment of those **claims**
and total exposure, and booked $86m pre-tax charge discussed on Friday. 1.
Charge after...
   ...   the payments related to bonus or profit sharing. It's amazing how
that can change **agent** behavior. They view us as customers and they **give**
us what we ask for. That's been part of the change in agent behavior...

   ...business we're now writing. We don't always know. We're dealing with an
 agent   who **picks**   up the new account and it comes to us as an
opportunity. There's a... ago, we had none of it, no infrastructure to
deliver that product. We were adversely **selected** against. We viewed it as
an accommodation to the **agent** rather than a business with returns. We
knew that if we didn't fill that...

   ...in the flow of the business that would come at us. We opened our first
 service   **center** in Atlanta about 14-16 months ago, we're in the process
of opening up...

   13/3,K/2
DIALOG(R)File 20:Dialog Global Reporter
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18197428 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**TELEGRAPH: Telegraph Group Limited speeds ahead with new help   desk
   software**
M2 PRESSWIRE
August 06, 2001
JOURNAL CODE: WMPR   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 763

   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**TELEGRAPH: Telegraph Group Limited speeds ahead with new help   desk
   software**

   ... Telegraph and The Sunday Telegraph, is to significantly increase

the speed and efficiency of its **help   desk** with the purchase of a new system from Sunrise Software, the UK's leading developer of customer service and **help   desk** solutions.

Sunrise's Enterprise solution will replace Telegraph Group's current system that it has...

... purchasing decision as it can be completely tailored to meet the specific needs of the **help   desk** team.

Malcolm Day, **technical   support** manager, Telegraph Group Limited, said: "We were happy with the existing product for a number...

... system's capabilities. Moving to Sunrise's Enterprise solution will increase the speed of our **help   desk** and provide the added benefit of Internet resources. We've built a very good relationship...

... will continue to provide us with high levels of product functionality and support."

The IT **help   desk** plays a pivotal role at the Telegraph Group as downtime in any part of the system would have an immediate impact on the paper's productivity.

The **help   desk** supports more than 1,000 IT users throughout the business and Enterprise will considerably increase its ability to respond to and resolve IT user queries more quickly.

The new **help   desk** system will support 25 agents, allowing them to resolve calls with a greater level of speed. Enterprise will help agents to prioritise actions on calls received and quickly allocate **tasks** to the right engineers or third party suppliers. The new system will also help the ...

... s Web Client and InternetDesk features will enable engineers to gain remote access to the **help   desk** . This will improve the overall level of productivity as **engineers** can update the system as they resolve problems and **pick** up their next job without having to return to the **help   desk** 's central location.

Nick Payne, director of strategy, Sunrise Software, said: "When we reviewed The Telegraph's current **help   desk** , it was very clear that speed and functionality were imperative. Our Enterprise package is an...

... Software is headquartered in Surrey and is the leading independent developer and solution provider of **help   desk** and customer centre software. It has a base of over 1,000 blue chip and public sector clients which rely on Sunrise solutions for the smooth running of their **help desk** , company support and customer service functions.

Sunrise has led the way in the development of **help   desk** software in the UK. It also offers a range of consultancy and training services to ensure customers get the maximum benefit from their **help   desk** or customer service system.

Sunrise is focused on developing **help   desk** and **customer   care** solutions that are easy to install, easy to use, scaleable, customisable and cost effective.

About...

13/3,K/3

16997547 (USE FORMAT 7 OR 9 FOR FULLTEXT)
INFONET   SERVICES: Infonet's call centre services leverages the Internet; International network based services provide web based capabilities for

Compaq Computers
M2 PRESSWIRE
June 01, 2001
JOURNAL CODE: WMPR   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 939

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...   IDC, "In an economy of multinational businesses with multinational
customers, the delivery and control of **customer** **care** processes has
become increasingly important. Although global in scale, many of these
businesses are seeking localized control over their contact center
operations . Specifically, with centralized headquarters, a growing number
of these multinationals are looking for remote and...

... enables an enterprise to effectively route incoming traffic from across
Europe. This improves the service **agent** 's productivity and client
handling. ICCS **gives** the client the ability, through a sophisticated
graphical user interface, to directly control the management...

...between applications and the global network.
    Winner of the World Communication Awards 2000 for "Best **Customer**
 Care   " and "Best Carrier," Infonet owns and operates The World Network,
accessible from more than 180...

13/3,K/4
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

16975416   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Infonet's Call Centre Services Leverages the Internet; International
    Network-Based Services Provide Web-Based Capabilities for Compaq
    Computers**
BUSINESS WIRE
May 31, 2001
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 892

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...   IDC: "In an economy of multinational businesses with multinational
customers, the delivery and control of **customer** **care** processes has
become increasingly important. Although global in scale, many of these
businesses are seeking localized control over their contact center
operations . Specifically, with centralized headquarters, a growing number
of these multinationals are looking for remote and...

... enables an enterprise to effectively route incoming traffic from across
Europe. This improves the service **agent** 's productivity and client
handling.
    ICCS **gives** the client the ability, through a sophisticated graphical
user interface, to directly control the management...

...between applications and the global network.
    Winner of the World Communication Awards 2000 for "Best **Customer**
 Care " and "Best Carrier," Infonet owns and operates The World Network(R),
accessible from more than...

13/3,K/5
DIALOG(R)File 20:Dialog Global Reporter

15961768 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Enter the Consultants
The multi-faceted nature of foreign investment into Korea has created a
  boom in demand for the services of a new class of expert on the Korean
  business landscape - the consultant
 SECTION TITLE: Investment Window
KOREA TRADE & INVESTMENT
January 01, 2001
JOURNAL CODE: WKTI   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1993

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   Often nationality specific like the chamber and frequently working
in cooperation with the Korea Investment **Service   Center** (KISC),
consultants serve as the interface between the foreign company and the
Korean business environment...one-stop service company for companies coming
into Korea from abroad. "We look for introductions, **select   agents** ,
licensees and even joint venture partners," said Mr. Day. EMS will also
undertake due diligence...
...a new investor in Korea, a country manager taking over the running of an
existing **operation** has a double problem," said Mr., Michell. "A new
investor can adapt to the world...

13/3,K/6
DIALOG(R)File 20:Dialog Global Reporter

15945336 (USE FORMAT 7 OR 9 FOR FULLTEXT)
CON-WAY Will Enter Airfreight Forwarding Business; Will Link With Other
  CON-WAY Assets for Complete U.S. Coverage
BUSINESS WIRE
April 02, 2001
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1471

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

     ... Con-Way Air Express. This startup company will open on Monday, May
14, with 13 **service   centers** , each having its own dedicated operations
and sales staff. In addition, an agency network has...
...   value are the criteria that now drive carrier selection. Our L-T-L
and expedited **operations** have given us an excellent vantage point for
services positioned on either side of the...

... U.S. airlines. In addition, agreements have been set up with a network
of cartage **agents** to cover local **pickup** and delivery in and around
airport zones.
     "The key to our performance will be our...

13/3,K/7
DIALOG(R)File 20:Dialog Global Reporter

10868207   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Fleet Decisions - Insurance - Fleets run for cover.
Andrew Newman.
FINANCIAL DIRECTOR, p18
April 30, 2000
JOURNAL CODE: WFND   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1897

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   high claims are eventually funded by fleet operators in the form of
higher premiums.
     Since   **operators**   essentially finance their own claims in subsequent
years, companies must **decide** whether to opt for comprehensive insurance,
or whether to place that same money into tax...

...encroached into traditional insurance areas. Their services usually take
the form of risk management or **claims   handling** , **giving   operators**
the theoretical opportunity to convert these into realisable financial
benefits.
     One such provider is the...be carried out from an insurance viewpoint.
The surveyor has to talk on the same **level** as fleet operators and
understand their **priorities** . If shortcomings are found, then diplomatic
skills are preferred. The old method of slapping terms...

...caused by motor accident injuries. The Woolf legal reforms require a new
streamlined approach towards **claims   handling** . Fleet operators will pay
their share the same as everyone else, but some will undoubtedly...

   13/3,K/8
DIALOG(R)File   20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

09315748
FOREIGN INVESTORS COUNCIL WHITE BOOK - INVESTMENT CLIMATE IN ROMANIA
ROMANIAN BUSINESS JOURNAL
January 14, 2000
JOURNAL CODE: WRBJ   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 5389

     ... Securities Commission, banks and commercial companies in which the
government is a shareholder. It offers **technical   assistance** , acts as a
consultant and offers services related to foreign investments. The
legislation still reserves... town), fire brigade, building police,
preventive medicine, Romanian Waters, Environment; - Have a homogeneous
visa list **specified** throughout the country and independent from the
 agent of the applier (private or company); - Prohibit the public
authorities from imposing administrative requirements outside...Tendering
The Foreign Investors Council recommends: That the tendering rules be
modified to reduce the **significance** given to the price and give greater
 weighting to quality related aspects such as durability, maintenance
cost, upgrade potential and further investment needed...

... have been checked to eliminate ambiguity. That a pre-qualification
process be introduced for major **projects** according to international
practice. That strong enforcement provisions be included in all significant
infrastructure contracts... should be able to receive after transformation
the subsidies still due under currently existing programs/ **project**
 agreements such as but not limited to: MUDP (EBRD), IBRD and /or others

project agreements, or the outstanding (if any) should be paid as a lump sum to the...

... Office of Competition, except for specific revision mechanisms only in case of government-approved investment **projects** . We recommend that Regii Autonome/Commercial Companies and the Municipality (Local Administration) should be able...

13/3,K/9
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

08604950 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Hammer Technologies Announces Quality Assurance Testing Service for IVR
   Applications**
PR NEWSWIRE
December 07, 1999
JOURNAL CODE: WPRW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 559

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

      ... availability. If problems are found, the service will generate an immediate page to the appropriate **technical support** group, identifying the nature of the problem and where it was found. Using this service...
...   of IVR applications," said Brian Miller, General Manager of Hammer Technologies' Call Center Division. "Service **level** monitoring using actual test calls is **important** because many IVR access and availability problems can he invisible to traditional network-based monitoring...

... or the response time exceeds a pre-established limit, the service can immediately page a **technician** to correct the problem. The page can **indicate** which IVR system the problem was encountered in and where in the call flow the...

13/3,K/10
DIALOG(R)File 20:Dialog Global Reporter
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05975180
POLITICS OF INVESTING IN THIN AIR THIRD CELLULAR LICENCE
 SECTION TITLE: Information Technology
Marina Bidoli
FINANCIAL MAIL, p79
June 11, 1999
JOURNAL CODE: WFML   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1704

      ... late in the day, Telia of Sweden and Telenor of Norway - the pioneering cellular telephone **operators** who will merge later this year - have **decided** to participate in the bid. In an exclusive interview with the FM, Saudi Oger - the...tariff bundles (free weekend calls and free line rentals, for example), per second billing, innovative **customer care** and **value** -added packages such as free cricket **scores** and JSE prices. "The first differentiator is to build a good name and offer better...

13/3,K/11

05974845   (USE FORMAT 7 OR 9 FOR FULLTEXT)
QA TRAINING: QA Training opens new training centre in Dublin
M2 PRESSWIRE
June 30, 1999
JOURNAL CODE: WMPR   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 530

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

     ... seven   fully   equipped   classrooms. QA Training is the latest in a
long line of high- **tech** organisations **choosing** to operate in Ireland.
Dublin and the surrounding area are home to a large number...
...   Education Centre.
     QA   Training   was   instrumental   in assisting Compaq establish its new
Dublin-based Customer **Service   Centre** for Europe, Middle East and Africa
(EMEA). QA Training has been providing the technical training...

... in Dublin. We have been very pleased with the competence of trainers
provided for this **project** and the professional way in which the **project**
has   been   implemented. Indeed, QA Training have become an integral part of
the Compaq ECSC...

   13/3,K/12

00270706   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Company Results: Irish Life
INVESTORS CHRONICLE, p50
September 26, 1997
JOURNAL CODE: FIC   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 384

     ... if it's sold is supporting Irish Life shares. Broker Riada
forecasts full-year embedded- **value** earnings of IRpounds 106m, **giving** an
attractive **rating** beside UK **operators** but, given the patchy
operational showing and lack of **technical** **support** , fairly priced.
     For full explanation of marketability assessment, search:

Set	Items	Description

S1   175763   (TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-
                 WARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR
                 ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTR-
                 E? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HAN-
                 DL?

S2   2885684   DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK???
                 OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPEC-
                 IFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE

S3   1174666   ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR -
                 REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?

S4   2390402   TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR
                 CLAIM? ?

S5   2216953   RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LE-
                 VEL? OR DEGREE? OR GRADE?

S6   2402301   IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR -
                 SIGNIFICAN?? OR VALUE

S7   198679   S2(S)S3
S8   128556   S5(7N)S6
S9   16842   S8(S)S4
S10   885   S7(4S)S9
S11   50   S10(4S)S1
S12   32   S11 NOT PY>2001
S13   32   RD   (unique items)

Scanned titles and abstract

File 15:ABI/Inform(R) 1971-2006/Jan 03
         (c) 2006 ProQuest Info&Learning
File 610:Business Wire 1999-2006/Jan 03
         (c) 2006 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
         (c) 1999 Business Wire
File 476:Financial Times Fulltext 1982-2006/Jan 04
         (c) 2006 Financial Times Ltd

13/3,K/1   (Item 1 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

02518079 217240961
Hiring practices in US third-party logistics firms
Gibson, Brian J; Cook, Robert Lorin
International Journal of Physical Distribution & Logistics Management
v31n9/10 PP: 714-732 2001
WORD COUNT: 5477

...TEXT: of GPA average by position type (p-value = 0.018) revealed that
management trainee and **technical   support** positions had significantly
higher GPA requirements than did sales **representative** positions (3.15 and
3.14 versus 2.75). No other significant differences existed by...

...type revealed that some skills are critical in certain positions.
Interpersonal skills are significantly more **important** in those positions
with high **levels** of customer and/or employee interaction (e.g. sales
representatives, **operations** supervisors and logistics coordinators) than
in positions of a more **task** -oriented nature (e.g. logistics analysts and
technical   support personnel). Conversely, financial analysis skills are
significantly more important to these analyst and **technical   support**
positions than to the logistics coordinator position. Table II provides
additional details regarding these differences...

13/3,K/2   (Item 2 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

02243787 85958995
Sustainable tourism: A view from accommodation businesses
Hobson, Kim; Essex, Stephen
Service Industries Journal v21n4 PP: 133-146 Oct 2001
WORD COUNT: 5242

...TEXT: care of the environment was not as important as health and safety,
quality, cost or **customer   care** in the decision to introduce such
changes. The introduction of environmental initiatives was often hindered
...

...government.

In the UK, the public sector has taken a lead over the introduction of
projects promoting 'sustainable tourism'. In 1991, the English Tourist
Board, the Countryside Commission and Rural Development Commission produced
two documents outlining how environmental matters might be raised within
tourist **operations** . First, 'Tourism and the Environment: Maintaining the
Balance' reviewed the wide-ranging environmental impacts resulting from
tourist activities and **gave** examples of 'bestpractice' in the management
of such impacts [English Tourist Board, 1991 a]. Second, 'The Green Light'
expressed the ways in which the **operation** of tourist businesses might be
modified to **give** due regard to the concerns of resource use and
environmental impact impacts [English Tourist Board, 199 1b]. These reports
were followed by three 'National Pilot **Projects** ', funded by the ETB for
three years, to explore the application of 'sustainable management' in
different tourist environments. The **projects** introduced initiatives to

encourage the adoption of sustainable practices in tourism businesses
(South Devon: Plymouth...

...Green Tourism Initiative was a Green Audit Kit, designed to provide
structured guidelines for tourist **operators** on the relative benefits of
introducing energy conservation, local purchasing, waste management, health
and conserving...

...gains. It was launched in 1993 and, by the end of the two year pilot
project , 189 businesses in South Devon were participating in the
programme. It has since been promoted at a national **level** .

Despite the growing international recognition of the **importance** of
environmental sustainability across many economic sectors, the main issue
remains the translation of the...

 13/3,K/3   **(Item 3 from file: 15)**
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

02229935 82195481
**The optimum benefit bundle and promotion strategy for automated lumber
grading systems**
Cumbo, Dan W; Kline, D Earl; Smith, Robert L
Forest Products Journal v51n9 PP: 63-68 Sep 2001
ISSN: 0015-7473 JRNL CODE: FPJ
WORD COUNT: 4135

...TEXT: For brevity, only five attributes were used in the phone survey:
system accuracy, machine cost, **technical support** , tallying capability,
and sorting capability. The second question asked participants to estimate
the company's...

...ANOVA was based on all industry sectors combined. No significant
differences were detected on the **technical support** , tallying
capabilities, sorting capabilities, or annual lumber input variables,
indicating that non-response bias did...

...performed at a 95 percent confidence level. Significant differences were
not detected for machine cost, **technical support** , tallying capability,
sorting capability, or estimated annual lumber input. However, a
significant difference was detected...

...on most variables. However, the presence of significant differences on
system accuracy in both comparisons **indicates** that our findings on this
attribute may not be **representative** of the population.

TABLE 1.

THE BENEFIT BUNDLE

The first objective of this study was...

...equipment, throughput speed, ability to switch grading rules, ability to
switch species, simplicity of operation, **technical support** , equipment
warranty, reduction in labor costs, tallying capabilities, sorting
capabilities, and color sorting capabilities. The rating hierarchy for each
factor was based on a **scale** of I to 7 (1 = least **important** ; 7 = most
important) (Table 1).

All sectors rated all 14 factors on the list at...

...was defined in this study as the five highest-rated attributes. While
equipment warranty, accuracy, **technical   support** , reduction in labor
costs, and durability rated high among the cabinet, furniture, dimension,
and flooring...

13/3,K/4   (Item 4 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)
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02061027   59180474
Implementing supply chain management lessons learned at Becton Dickinson
Kanet, John J; Cannon, Alan R
Production & Inventory Management Journal   v41n2   PP: 33-40   Second Quarter
2000
ISSN: 0897-8336   JRNL CODE: PIM
WORD COUNT: 3739

...TEXT: product divisions. Moreover, the team approach included
representation from software technology suppliers as well as
representatives from the affected customer base. Membership in each
project team was **decided** based on personal capabilities of the available
employee pool and the goal of ensuring mixed...

...objectives, as shown in table 1.

Don't Abdicate Responsibility to Technology Suppliers In large- **scale**
technology **projects** requiring **significant** external **technical
assistance** (as in the case of implementing new software technology), a
common pitfall is allowing technology...

13/3,K/5   (Item 5 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)
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02056596   58009277
FootPrints version 4.3
Anonymous
Call Center Solutions   v19n2   PP: 98-101   Aug 2000
ISSN: 1521-0774   JRNL CODE: TLM
WORD COUNT: 1659

...TEXT: more like an agent now, we added a new entry, as if addressing a
particular **help   desk** concern. We first entered a title for the problem,
the **priority   level** (1-10) and whether the status was open or closed. We
then entered the contact into our address book by either **selecting** an
old contact (a person who has made inquiries in the past) or entering a...

...relevant file with the entry and add a description about it. Of course,
we also **assigned** the **project** members) for that particular entry. We had
the option of sending the entry information to other **agents** not
officially listed as part of the **project** by typing their e-mail address
into the "CC" box. Last, we had the option...

13/3,K/6   (Item 6 from file: 15)

02052235 57381277
Getting to the top: Career paths of personnel directors
Kelly, James; Gennard, John
Human Resource Management Journal v10n3 PP: 22-37 2000
ISSN: 0954-5395 JRNL CODE: HRMJ
WORD COUNT: 7005

...TEXT: successfully put in a similar change at a major car manufacturer,
albeit on a smaller **scale** .

Wider business awareness was **important** in the selection of directors, but
not as much as professional competence and interpersonal and...

...per cent) than those at corporate level. Here non-personnel work ranged
over issues like **customer   care** , acquisitions and quality assurance.

CE/MDs gave the highest priority, in the selection of directors...

 13/3,K/7   (Item 7 from file: 15)

01993690 49880913
Eight steps to a superior HR services center
George, Michael; Lowe, Gary
Call Center Solutions v18n3 PP: 106-113 Sep 1999
ISSN: 1521-0774 JRNL CODE: TLM
WORD COUNT: 2489

...TEXT: transactions. Properly staffed, and configured with the right
variety of tools and technology, the HR **services   center** can handle the
more complex, high-cost transactions.

So, does it work? According to Steve...

...and job postings," said Hutton. "But to optimize service delivery and
our technology investment, we **decided** to go the extra mile." FMB created
a HR **service   center** that offers one-stop information access,
transaction capabilities and live assistance provided by **representatives**
equipped with tools to effectively handle all types of inquiries.

The HR **service   center** is not just a call center that translates retail
industry order processing into HR administrative **tasks** . It is a powerful
force, delivering relatively short ROI that can help HR professionals move
...

...change for the enterprise. "Many companies are currently considering
some form of HR call center/ **service   center** ," said Bob Hunter, global
managing partner for human capital at Andersen Consulting. "Some of these
...

...are outsourced, but many are internal. The key question is how to move
the call/ **service   center** supporting administrative activity to
supporting value-added HR activity. Metrics need to change from purely
efficiency to effectiveness and **value** contribution. When these centers
move to this **level** , there is a new ROI measure supporting the overall

goal of helping HR to assume its role as the change agent/navigator for the
enterprise."

Good HR **services   centers** deploy an innovative division of labor between
HR generalists and specialists. By applying a tiered response system, they
keep quality up and costs down by **giving** generalists the tools they need
to complete tasks formerly reserved exclusively for HR specialists. Armed
...
...then sent to HR specialists. It enters a queue of cases awaiting the
next available **representative** . In rare instances (about 5 percent of the
call load), an especially complex or sensitive...

...At First Maryland Bancorp, in combination with self-service, the front
line of customer service **representatives** is closing 70 percent to 80
percent of HR. payroll and benefits transactions.

"Centralized service...

...with employees."

Eight Steps To Success

So how do you create a world-class HR **services   center** ? Can you use your
company's existing call center? The following eight steps have been...

13/3,K/8   (Item 8 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

01819004   04-69995
State-of-the-art
Vartabedian, Matthew
Call Center Solutions   v17n9   PP: 48-54   Mar 1999
ISSN: 1521-0774   JRNL CODE: TLM
WORD COUNT: 2775

...TEXT: SQL server back-end.

The Siebel installation enables cradleto-grave call tracking, very useful
in **tech   support** or **help   desk** environments, lets the agents (sales
and service reps alike) view complete customer histories, including
information...

...set is too limiting for their business needs moving forward.
Skills-based routing, at the **agent** rather than queue level, is the
ultimate goal and since the CTI middleware, Siebel and the upgraded ACD can
all do it, Mr. Vance will have to **decide** which routing package provides
the most value with the least trade-offs.

Workforce management/scheduling...
...center environment so that service level is kept to a reasonable level
is no mean **task** . Since labor is by far the biggest piece of a call
center's cost, efficient...

...sets and therefore more finely tuned staffing projections for a given
call volume and service **level** . This increased precision might possess
added **value** for the CompUSA call center given the variety of campaigns
run.

(Photograph Omitted)

Captioned as...

 13/3,K/9   (Item 9 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

01817374 04-68365
Par for the course
Anonymous
American Agent & Broker v71n4   PP: 24-33   Apr 1999
ISSN: 0002-7200   JRNL CODE: AGB
WORD COUNT: 2688

...TEXT: Golf-course decision-makers were asked to rank the most important
factors they consider in **deciding** which property-casualty insurance
policies to buy. Overall, price and quality of service provided by the
agent were the top two factors, while risk management services and **agent**
recommendations were the least important.

The aspects of service that are most important to decision-makers are
accessibility to agents (24% mentioned), communication (22%), **claims -**
handling (18%) and knowledge of the industry (17%). The eight factors
evaluated, in order of importance, are summarized in Figure 1 on page 29.
(Note that the percent **ranking** each factor "first" is shown.)

The **importance** of the factors varies slightly by course type. For private
clubs, quality of service provided...
...by price (19%) and comprehensiveness of coverage (17%). Among
semiprivate clubs, price and service are **ranked** "neck and neck" as most
important (28% and 25%, respectively), and insurance company reputation
and ability to pay **claims** are next (12%). On average, the availability of
risk management services is the least important...

 13/3,K/10   (Item 10 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

01763154 04-14145
The call of the Web
Hall, David
Telecommunications (International Edition) v33n1 PP: 77-79   Jan 1999
ISSN: 0040-2494   JRNL CODE: TIE
WORD COUNT: 2079

...TEXT: a downloaded JAVA applet or Active-X application which will run on
modern Web browsers.

Customer   Care in Action

The question now is how best to implement the solution within the company
...

...issues that will inevitably arise.

Once the organisational roles have been clearly defined, then the **task** of
integrating the Internet and telephony solutions together can begin. Again,

careful planning will be...
...both explicit from the submission of forms, and implicit such as the
originating IP address **indicating** the origin of the contact as a
business, or an educational institution for example (.com...

...etc.), or previous Web pages visited. Effective management of this
information and presentation to the **agent** prior and during the contact is
again an **important** consideration.

The selection of the **level** of integration required is likely to indicate
the technologies warranted. There are a large number...

 13/3,K/11   (Item 11 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01652034 03-03024
Static-free operation
Fulcher, Jim
Manufacturing Systems   Selecting and Implementing Enterprise Solutions
Supplement PP: A50-A52 May 1998
ISSN: 0748-948X JRNL CODE: MFS
WORD COUNT: 1736

...TEXT: representatives from all other functional groups in the company:
engineering, materials, manufacturing, and sales.

"The **project** team then worked with Berry, Dunn, McNeil, and Parker, a
local accounting group that also...

...We completed a needs-assessment program, held various discussions, and
completed a 56page questionnaire that **ranked** our needs by high, medium,
and low **priority** . The consultants then fed those answers into a software
program that cross-references business requirements...

...training program for small groups of Chapman employees. The training,
led by Bob Amalfitano, a **customer support** representative from
Expandable, was customized for each of the company's functional groups and
tailored...

 13/3,K/12   (Item 12 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01435666 00-86653
Implementing automation in multiple offices
Pinette, Scott; Peck, Steve
American Agent & Broker v69n6 PP: 26-32 Jun 1997
ISSN: 0002-7200 JRNL CODE: AGB
WORD COUNT: 2611

...TEXT: phone jack.

Prior to installing our system, we created a "model office" and our
automation **help desk** , which coordinates all of our automation
activities. We now employ six full-time computer professionals...

...and software vendors before deploying their products to our field

offices. We set up the **help desk** because we want our field-office
personnel to concentrate on producing business and servicing customers...

...agency structure we had in mind and give us leading edge technology
(upload, download, integrated **rating** , etc.). More **important** , we wanted
a system that was more marketing-oriented than **task** -oriented. ...many of
the ones available at that time, was designed to make such "back-office"
tasks as invoicing, accounting, etc., more efficient. We desired a system
that was more interactive throughout...

 13/3,K/13   (Item 13 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01431846 00-82833
The support burden: Software support: Who carries whom?
Gow, Kathleen
Computerworld v31n23 PP: G8, G14+ Jun 9, 1997
ISSN: 0010-4841 JRNL CODE: COW
WORD COUNT: 2672

...TEXT: be available to consult with your global offices.

EASE ADMINISTRATION and purchase costs by consolidating **software   support**
 via an international software distributor.

Companies that intend to add their own global enhancements to...

...slower in migrating because of the extra time needed to take
modifications to the next **level** and roll them out," he said.

Another **important** element to ensuring that software can be supported
consistently around the world is to ensure your **selection** process is
global. BritishAmerican Tobacco's Mak advises companies instituting global
information systems to first put together a **task** force of
representatives from geographically dispersed operating divisions to
discuss plans.

Above all, AHP's Villano cautioned, don...

 13/3,K/14   (Item 14 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01334378 99-83774
**Quantifying the tradeoffs between cost & quality for systems service
support**
Boronico, Jess S; Zirkler, Andre; Siegel, Philip H
Journal of Applied Business Research v12n4 PP: 70-82 Fall 1996
ISSN: 0892-7626 JRNL CODE: JRH
WORD COUNT: 3560

...TEXT: approaches the mean service, this suggests that outsourcing may be
a viable alternative for small **help desks** .

Conclusions

 Help desks , which provide computer/ **software   support** , have

experienced significant growth in the past decade. This growth has led to several problems...

...At the same time, support has become a major factor in consumers' product preferences. Consequently, **help** **desks** are faced with the problem of achieving a balance between cost of and quality of...

 13/3,K/15   (Item 15 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01286501 99-35897
Waste   not   want   not: School finance reform and educational equity in New Jersey
Firestone, William A; Goertz, Margaret E
Public Budgeting & Financial Management v8n2 PP: 224-246 Summer 1996
ISSN: 1042-4741 JRNL CODE: PBFM
WORD COUNT: 6365

...TEXT: in the country, its administration had a vision of making its schools into integrated social **services**   **centers** to help overcome the economic depression and family dislocation so prevalent in surrounding neighborhoods. To...

...social workers, psychologists etc.--in schools. At the same time, SN3 initiated an integrated social **services**   **center** in high schools ... enrichment program in the middle school. The district also sent a teacher who had been **assigned** as the audio-visual coordinator back to the classroom. These changes did impact on services...

...initial dislocation in the use of audio-visual materials in the high school until a **technician** was hired.
In TRI, the changes in staff-student ratios were not as large as...

...changed their teaching force during the three years after passage of QEA and what teachers' **assignments** were in 1993 at the end of the three-year period. In our sample special **level** . There are **important** differences in how transition aid and special needs districts use administrators. Statewide the poorer districts...

...in how districts allocated their funds resulted in more even spending in the categories of **operation** and maintenance and capital outlay. In fact, the special needs districts in the sample were...

 13/3,K/16   (Item 16 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01245057 98-94452
The finance function of the future: How lending departments are changing
D Arcy, Mark
CPA Journal v66n7 PP: 60-63 Jul 1996
ISSN: 0732-8435 JRNL CODE: CPA
WORD COUNT: 2438

...TEXT: technology and new financial systems, it is now possible to consolidate transaction processing into shared **service**   **centers** while still distributing information for use by finance analysts within the

operating units. This streamlines...

...control to the level at which it is performed, and rather than finance demanding control, **operations** feel that they own the control. A major U.S. automaker has transferred all cost...

...analysts work hand-in-hand with the operating managers to control costs at the process **level** . **Significant** cost reductions are achieved by catching problems on the floor rather than on a P...

...customer sales and support, capital markets, and strategic services. These are all supported by shared **service centers** that provide transaction processing to the business units and controllers, who can cross several networks...were crossfunctional and responsible for design of a given portion of the airplane. The finance **representatives** were able to provide real-time cost analysis and were familiar with all issues the team faced, which allowed them to **give** much higher quality information.

The finance department is providing additional training to its staff to...

 13/3,K/17   (Item 17 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01151833 98-01228
Requirements for successful reengineering
Klein, Mark M
INFOR v33n4 PP: 225-233 Nov 1995
ISSN: 0315-5986 JRNL CODE: IOR
WORD COUNT: 4966

...TEXT: What appears to work best is to utilize teams of line people to perform reengineering **projects** , with some professional support. At the start of a reengineering program, the primary need is...

...and which are value-added. To accomplish this work, a broad-based team of mid- **level** managers usually works best.

After the most **important** processes are **selected** , the next **task** is to redesign them. For this, a narrower team of mid- and lower-level managers ...

...process design must be implemented. For this, the design team is usually expanded to include **representatives** of those jobs, at all levels of the organization, that will be affected by reengineering...
...called away to do more important things.

Reengineering teams also need support: clerical and/or **technical support** , training, facilitation and governance. By "governance", I mean the management and positioning of the team...

 13/3,K/18   (Item 18 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01125994 97-75388
How we tested
Welch, Jill

...TEXT: SUPPORT AND PRICING

Documentation

For a satisfactory score, the documentation had to describe the basic
operation of the monitor. Useful diagrams, screen shots, a glossary, and
any special extras raised the...

...a score if a product's manual was poorly organized, lacked important
information, or contained **significant** errors.

Support policies

For a satisfactory **score** , a vendor had to offer a one-year parts and
labor warranty and unlimited free **technical** **support** . We awarded bonus
points for money-back guarantees, extended support hours, and a toll-free
technical **support** number. Vendors that provided additional written
materials via a fax-back service, a private BBS, or CompuServe received
half-point bonuses. We subtracted points if a vendor offered no **technical**
 support , a limited support period, or dealer-only support.

Technical   **support**

We based **technical** **support** scores on the quality of service we received
during multiple anonymous calls. We posed typical...

...such as how to adjust color and correct geometric distortion problems.
For a satisfactory score, **technicians** had to **give** correct answers to
our questions in a timely manner. We awarded bonus points if **technicians**
went above and beyond the scope of the original question. We subtracted
points for unreturned...

 13/3,K/19   **(Item 19 from file: 15)**
DIALOG(R)File 15:ABI/Inform(R)

...TEXT: SUPPORT AND PRICING

Documentation

For a satisfactory score, the documentation had to describe the basic
operation of the monitor. Useful diagrams, screen shots, a glossary, and
any special extras raised the...

...a score if a product's manual was poorly organized, lacked important
information, or contained **significant** errors.

Support policies

For a satisfactory **score** , a vendor had to offer a one-year parts and
labor warranty and unlimited free **technical   support** . We awarded bonus
points for money-back guarantees, extended support hours, and a toll-free
technical   support number. Vendors that provided additional written
materials via a fax-back service, a private BBS, or CompuServe received
half-point bonuses. We subtracted points if a vendor offered no **technical
support** , a limited support period, or dealer-only support.

Technical   support .   .   .   .

We based **technical   support** scores on the quality of service we received
during multiple anonymous calls. We posed typical...

...such as how to adjust color and correct geometric distortion problems.
For a satisfactory score, **technicians** had to **give** correct answers to
our questions in a timely manner. We awarded bonus points if **technicians**
went above and beyond the scope of the original question. We subtracted
points for unreturned...

   13/3,K/20   (Item 20 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00973035 96-22428
Executive profile: Kurt Landgraf
Koberstein, Wayne
Pharmaceutical Executive v14n9 PP: 36-48 Sep 1994
ISSN: 0279-6570   JRNL CODE: PHX ...   .
WORD COUNT: 7516
      . .'

...TEXT: targets emphasize earnings over revenue. That effectively imposes
both revenue- and cost-consciousness at every **level** of every **operation** .

"Earnings are **important** in this context because we must be   .
self-supportive of our large R&D staff...

...Those products include old standbys such as Coumadin (warfarin), an
anticoagulant; thalium, a heart imaging **agent** ; and I.V. Persantine
(dipyridamole), for use in stress testing without exercise. In Europe, the
...

...works for Trexan and Coumadin. With Trexan, an opioid antagonist, the
company is pursuing an **indication** for alcoholism; with Coumadin,
additional cardiovascular indications.
Landgraf says the company is also pouring a...

...will now distribute all the radiopharmaceutical division's products in
bulk to 110 nuclear pharmacy **service   centers** and to more than 6,000
hospitals, clinics, ...with our product lines. We can give them excellent
pricing along with excellent technical and **customer   support** . They are
more likely to use our product line as compared to some other competitors
...

   13/3,K/21   (Item 21 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)   .
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00930357 95-79749
Options for networking ACDs
Pearce, Jonathan
Telecommunications (International Edition) v28n9 PP: 65, 132 Sep 1994
JRNL CODE: TIE
WORD COUNT: 1920

...TEXT: hub within many organizations' customer service departments, for
example, credit card authorization, telephone banking, telesales, **help
desks** and so on, which means that telecoms managers are having to make
informed decisions on...

...play with a larger centralized group. Holiday Inn, for instance, is one
organization which has **chosen** this option by setting up its call centre,
in Holland, with the help of the...

...that its population is generally proficient in more than one language.
Therefore, Holiday Inn's **agents** can handle reservations from all European
countries in over ten languages. The savings, resulting from...

...lines and an Aspect CallCenter system, which routes every incoming call
to the first available **agent** able to speak the customer's language.

Other European countries, especially the smaller ones, are...

...trying to do the same with service based organizations, and Dell
Computers has its European **support** **centre** based there.

Considering economies of scale alone, it is clear that a single, large
operation may be the optimum solution. However, to base all of this on the
one site....

...for a busy call centre with significant volumes of business every day,
these are vitally **important** because events which affect staff **levels**
affect the business.

There is therefore a need to address this option in an alternative...

 13/3,K/22   **(Item 22 from file: 15)**
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00908398 95-57790
Building development capacity in nonmetropolitan communities
McGuire, Michael; Rubin, Barry; Agranoff, Robert; Richards, Craig
Public Administration Review v54n5 PP: 426-433 Sep/Oct 1994
ISSN: 0033-3352 JRNL CODE: PAR
WORD COUNT: 6370

...TEXT: ability to create and communicate a vision for the community
serves as an important motivating **agent** (Gittell, 1990). The presence of
such leadership and a shared vision for development are **indicative** of
capacity.

Capacity can also be measured by observing the strength of linkages outside
of...

...formally through intercommunity partnerships and regional development
organizations (Cigler, 1991) or informally by seeking out " **project**

-specific know-how" from neighboring communities (Flora and Flora, 1991, 154), is viewed as possessing...

...is seldom identified in development research is the vertical linkage between the community and higher **levels** of government. Financial and **technical assistance** are **important** for small cities engaged in a local development effort(John, Batie, and Norris, 1989). A...

...balance between coordination and participation in development activities. A lead agency acts as the organizing **agent** in local economic development and is the dominant institution responsible for organizing and coordinating the...

...day-to-day basis (Gittell, 1990). Consistent with contemporary policy implementation theory, which posits that **designating** a lead agency results in a more trouble-free and more rapid implementation style (Goggin ...

13/3,K/23   (Item 23 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

00767692   94-17084
Rural manufacturers: Attributes and technical assistance needs
Leistritz, F Larry; Wanzek, Janet K
Economic Development Review   v11n3   PP: 55-61   Summer 1993
ISSN: 0742-3713   JRNL CODE: EDR
WORD COUNT: 3786

...TEXT: 3) expenditures and suppliers, (4) employment, (5) financing, and (6) future plans and needs for **technical assistance** .

GENERAL CHARACTERISTICS

Most of the respondents (79 percent) reported that their establishment was the only...

...engaged in durable goods manufacturing (Table 1). Firms in the SIC categories that have been **designated** as high- **tech** (Smith and Barkley 1988) accounted for about 1 1 percent of the respondents. Agribusiness firms...

13/3,K/24   (Item 24 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

00748406   93-97627
Extending the role of the corporate library: Corporate database applications using BRS/SEARCH software
Lammert, Diana
Database v16n4   PP: 45-52   Aug 1993
ISSN: 0162-4105   JRNL CODE: DTB
WORD COUNT: 4134

...TEXT: evaluation reports, which contain the results of analyses performed in our R&D labs. This **project** proposes an interesting challenge, as this group would like to manipulate the statistical data in ...

...that provides the results of testing the material, such as the chemical content of the **grade** . Numeric **value** searching was required by the searchers, as they want to be able to query the...

...are already using MIC-designed databases. Customized menus to facilitate end-user searches and a " **help   desk** " for questions regarding searches are also on the horizon. We are also exploring the integration...

13/3,K/25   (Item 25 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

00728585   93-77806
Technology as Perceived by R&D Team Leaders: An Analysis
Iya, Sandhya; Akhilesh, K. B.
R & D Management v22n3   PP: 265-276   Jul 1992
ISSN: 0033-6807   JRNL CODE: RED
WORD COUNT: 5746

...TEXT: make.

The respondents were drawn from the Telecommunications and Space Technology R&Ds, and were **designated** as team leaders by the respective organisations. While the exact title given to these leaders...

...section head', they were all responsible for coordinating the activities of a group of scientists/ **engineers** with regard to a particular project/product. Responses were elicited from leaders of all R&D teams in the two organisations **chosen** , except those who were away on long leave during the period of data collection. The......

...mean work experience being 19 years (see Table 1). (Table 1 omitted) The first organisation **chosen** for the study is a public sector pioneer in the Telecommunications industry. Its in-house R&D was established in 1974 and comprises three Divisions, with a total of 800 **engineers** . These three Divisions are differentiated on the basis of products and are called the 'Transmission...

...the 'Spacecraft Electronics' Group, 'Mechanical Systems' Group, 'Control Systems' Group, 'Planning & Development' Group, and the ' **Technical Support** ' Group. Other relevant details about the two organisations can be found in Appendix 'B'. (Appendix...

13/3,K/26   (Item 26 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

00727810   93-77031
Core Capabilities and Core Rigidities: A Paradox in Managing New Product Development
Leonard-Barton, Dorothy
Strategic Management Journal v13 (Special Issue) PP: 111-125 Summer 1992
ISSN: 0143-2095   JRNL CODE: SMJ
WORD COUNT: 8365

...TEXT: the company, history can have an inhibiting effect. Even if . multiple subcultures exist, with differing **levels** of maturity, the older

and historically more **important** ones, as noted above, tend to be more prestigious. For instance, at Chemicals, the culture...

...engineers and related scientists as somehow 'more advanced' than mechanical engineers and manufacturing engineers. Therefore, **projects** involving polymers or film are perceived as more prestigious than equipment **projects** , The other companies displayed similar, very clear perceptions about what disciplines and what kinds of **projects** are high status. The lower status of nondominant disciplines was manifested in pervasive but subtle...
...whom, self-fulfilling expectations, unequal credibility and wrong language.(7)

One seemingly minor yet important **indication** of status affecting product/process development is that lower status individuals usually travel to the physical location of the higher. Manufacturing **engineers** were far more likely to go to the engineering design sites than vice versa, whether
...

...one-way travel reinforce manufacturing's lower status, but it slows critical learning by design **engineers** reinforcing their isolation from the factory floor. The exception to the rule, when design **engineers** traveled to the manufacturing site, aided cross-functional coordination by fostering more effective personal relationships. Such trips also educated the design **engineers** about some of the rationale behind design for manufacture (Whitney, 1988). A design **engineer** in one project returned to alter designs after seeing 'what **manufacturing!** is up against' when... whole system in the field with a new box and conducting repairs back at the **service** **center** , because they were unable to present their argument in cost-based figures. Engineering assumed that...

13/3,K/27   (Item 27 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00703448 93-52669
Under the microscope
Carleton, Russ
InfoWorld v15n19 PP: 80-89 May 10, 1993
ISSN: 0199-6649 JRNL CODE: IFW
WORD COUNT: 2651

...TEXT: support plans. We subtracted points if the vendor provided limited support or none at all.

TECHNICAL SUPPORT : We based scores for **technical support** on the availability of technicians and the quality of service we received during the course of multiple anonymous calls to the vendor.

VALUE :

Value scores reflect the list price weighed against a product's **task**-oriented performance, taking into account the competing products in the category.

With protocol analyzers, different levels of network professionals expect different features. Therefore, we **assigned** three scores for value-for a network administrator, a network **engineer** , and a network **technician** .

Russ Carleton is founder and chairman of the Onalaska, Wash.-based
Interlink Network Consulting Group...

 13/3,K/28   (Item 28 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00700364 93-49585
Diagnostic utility software
Angus, Jeff
InfoWorld v15n18 PP: 64-67+ May 3, 1993
ISSN: 0199-6649 JRNL CODE: IFW
WORD COUNT: 6559

...TEXT: we awarded a satisfactory score if the vendor provided unlimited
free (but not toll-free) **technical   support** during standard business
hours. We awarded bonus points for toll-free lines, fax and bulletin...

...hours, money-back guarantees, and corporate extended support. We
subtracted points when vendors provided limited **technical   support** or
none at all.

 TECHNICAL   SUPPORT : We based **technical   support** scores on the quality
of service and the availability of knowledgeable technicians when we
successfully...

...vendor.
We awarded a satisfactory score for professional demeanor and correct
answers to questions. We **gave** bonus points for extra help by the
technician . We subtracted points for unusually long waits on hold or
incomplete answers.

 VALUE :

 Value   scores reflect the list price weighed against the **task** -oriented
performance of each product, taking into account the competing programs in
this category.

CHECKIT...

 13/3,K/29   (Item 29 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00266536 85-06969
1985: The Battles Ahead
van Aartrijk, Peter, Jr.
Best's Review (Prop/Casualty) v85n9 PP: 24-28, 84-85 Jan 1985
ISSN: 0161-7745 JRNL CODE: BIP

...ABSTRACT: be based on an after-tax computation. A recent membership
survey by the Independent Insurance **Agents** of America **indicated** that
almost 99% are experiencing a definite hardening in the commercial lines
market, and over...

...critical issue facing the insurance industry is the dramatic increase in
underwriting losses, which should **level** off in 1986. Other issues of
importance to the insurance industry include: 1. solvency, and how to

regulate for it, 2.   the...

...Ferguson Act, 3.   how to fund for environmental liability, 4.   plans to form an asbestos **claims** - **handling** facility, and 5.   product liability tort reform.   ...

 13/3,K/30   (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00596924 20011005278B9484 (USE FORMAT 7 FOR FULLTEXT)
ISPCON Fall 2001 Exhibitor Profiles
Business Wire
Friday, October 5, 2001 19:06 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 2,582

...P 500 and the
Forbes' Platinum 400, is the global leader in integrated billing and
 customer   **care** services provided through outsourcing or licensing. We serve top companies in telecommunications, Internet, cable and...

...customer contacts we manage each day, both live and via electronic interaction.
Our suite of **customer**   **care** and billing offerings currently includes:
   -- Atlys - The global convergent solution for wireless voice and data...

...for cable,
broadband and satellite providers
   -- WIZARD - The comprehensive solution for multi-channel subscription television **operators**
Convergys (TM) employs over 45,000 people in 49 customer contact centers and in our...

...Technologies Inc.
Booth: 2020
Contact: Pearl Shertzer
Phone: 212-679-8022
E-mail: pearl@friendly- **tech** .com
Web: www.friendly- **tech** .com
Friendly Technologies' enable Service Providers to deliver a wide range of problem-free services...dial-up, DSL and wireless), hosting/Web design, filtering, unified communications, branded customer service and **technical**   **support** , automated accounting, e-commerce solutions, and expanded product and service offerings.
IKANO also offers ISDN...

...is a software company that develops and supports
in-house and ASP rating, billing, and **customer**   **care** solutions to the integrated communications marketplace. Info Directions delivers convergent, web-enabled solutions to ISPs...
...Microsoft certification and
business skills training in customer service, negotiation and time management. Courses include **task** -based simulations and skill assessments. A master index and search facility allows the student to...

...strategically positioned to meet customers' demands for complex

Internet applications for enterprises with mission-critical
operations .
Netaxs also offers Private Lambda Services between New York City
(111 8th St.), Philadelphia (401...

...IP
networking and software development methodology. NetworkIP leverages
its own unique services network to create **significant** economies of
scale and enables its service providers to deploy e.Communications
services without having to make substantial...truck
rolls. It also helps in the transition from dial-up to broadband while
reducing **technical** **support** costs. Now available for windows XP.
Company: Stalker Software, Inc.
Booth: 3510
Phone: 415-383...
...offering full redundancy and load balancing with 99.999%
availability. Its solid performance ensures smooth **operation** under
peak loads and its modern standards compliance guarantees
compatibility with virtually all mail clients...

...organizations
focus on what they do best, with three distinct business models. One
of a **select** group of certified Microsoft Great Plains Business
Solutions partners, Vobix delivers the industry's best...

 13/3,K/31   (Item 2 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00268384 20000501122B8850 (USE FORMAT 7 FOR FULLTEXT)
Business Objects Announces Availability of New Customer Support Services
Business Wire
Monday, May 1, 2000 08:13 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 978

...needs. They
include:

    Silver Support

Silver Support delivers a combination of direct telephone access to
customer
 support engineers in a regional **support** **center** , as well as access to
the
online **customer** **support** web site. Silver Support answers the needs of
customers looking for a balance of self-service information combined with
direct telephone access to highly skilled **customer** **support** engineers.
    Gold and Platinum Support

Business Objects first launched its premium level services, Gold and...

...fall of 1999. (See press release dated November 15, 1999
"Business Objects Launches Premium Level **Customer** **Support** Services.")
Gold and
Platinum Support provide a proactive and collaborative approach to
supporting
customers with...

...critical e-BI applications. The plans offer customers
the ultimate in personalized service with a **designated** support advocate,
and
the fastest possible response and resolution time to technical issues. Both
plans include access to all **support   centers** , offering 24 hour a day,
five day
a week hotline support. In addition, Platinum Support provides supplemental
seven day per week access to support **engineers** .

     e-Support
Business Objects e-Support is a support plan for customers who prefer to...

...the internet. e-Support
provides 24-hour, seven day a week access to the online **customer   support**
 web
site, with complete access to the knowledge base, controlled web case
logging
privileges, and...

...software updates.

"We are very excited to announce the availability of our full range of
 customer   support plans," said Jane Garstin, senior director of global
customer
 support   operations at Business Objects. "The feedback on the online
customer
 support web site has been terrific, and we are very happy to be
delivering so
much...

...access to technical information, and our
knowledge base delivers that. In addition, our new premium **level** services
are
adding tremendous **value** to our largest customers, especially those with
enterprise or extranet deployments. We look forward to continuing to evolve
our services as we work with our customers to deliver excellent **customer**
 support ."

     Pricing and Availability

Gold and Platinum support have been available worldwide since November
1999.
Silver...

...France, and will be available in the rest of the world later in
2000. The **customer   support** plans range in price from 15%-30% of total
license
list price.

     About Business Objects...

 13/3,K/32   (Item 1 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
(c) 2006 Financial Times Ltd. All rts. reserv.

0006523561 B0CBTB0ADUFT
Survey of Vehicle Fleet Management (11): In search of value - Insurance
CHRIS CLARK

Financial Times, P V
Thursday, February 20, 1992
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
Word Count: 859

...to Chris Palmer of Zurich International (UK), to a switch in the debate
from premium **levels** to **value** added and guaranteed service standards.
Independent market research for Zurich suggests that fleet **operators**
place service standards marginally ahead of price in their criteria for
selecting insurance cover. The finance director of one haulage company
described the **claims**   **handling** service as 'absolutely vital'. When
repairs take several days to be approved, the lost revenues...

Set	Items	Description
S1	122732	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-WARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HANDL?
S2	2071288	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	976614	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR -REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	1923746	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	1581431	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	1508888	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR -SIGNIFICAN?? OR VALUE
S7	56112	S2(10N)S3
S8	48718	S5(7N)S6
S9	7369	S8(S)S4
S10	80	S7(4S)S9
S11	11	S10 AND S1
S12	5	S11 NOT PY>2001
S13	5	RD (unique items)

Scanned titles and abstract

File 613:PR Newswire 1999-2006/Jan 03
         (c) 2006 PR Newswire Association Inc
File 813:PR Newswire 1987-1999/Apr 30
         (c) 1999 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2005/Dec 31
         (c) 2006 San Jose Mercury News
File 624:McGraw-Hill Publications 1985-2006/Jan 03
         (c) 2006 McGraw-Hill Co. Inc

13/3,K/1   (Item 1 from file: 613)

00642356 20010917SFM034 (USE FORMAT 7 FOR FULLTEXT)
ActivCard Acquires Authentic8 Internationalty
PR Newswire
Monday, September 17, 2001 02:46 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 699

TEXT:
...Authentic8 and ActivCard will result in a platform that
integrates into a service operator's **customer   care** , provisioning,
authentication, encryption and access systems. This unique offer will
enhance
both the British Telecom and Cable and Wireless systems already in
operation .
It will also **give** us a powerful solution offering for service **operators**
who
are building value-added services on their existing networks."
    "The infrastructure for identity and...

...for the Burton Group, an industry analyst
firm. "The combination of ActivCard and Authentic8 provides **important**
components that support the large- **scale** provisioning of smart cards as a
portable form of digital identity for the enterprise."

    About...

13/3,K/2   (Item 2 from file: 613)

00228004 19991207NETU050 (USE FORMAT 7 FOR FULLTEXT)
Hammer Technologies Announces Quality Assurance Testing Service for IVR Applications
PR Newswire
Tuesday, December 7, 1999 16:11 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 578

...availability. If problems are found, the service will generate an
immediate page to the appropriate **technical   support** group, identifying
the
nature of the problem and where it was found. Using this service...

...downtime.

    "This new service makes it fast and easy for IVR Support and Call
Center
Operations groups to implement continuous service level monitoring of IVR
applications," said Brian Miller, General Manager of Hammer Technologies'
Call
Center Division. "Service **level** monitoring using actual test calls is
important because many IVR access and availability problems can he
invisible

to traditional network-based monitoring...

...or the response time exceeds a
pre-established limit, the service can immediately page a **technician** to
correct the problem. The page can **indicate** which IVR system the problem
was
encountered in and where in the call flow the...

 13/3,K/3   (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0977690   SFM001
**ACER AMERICA RAISES LEVEL OF CUSTOMER SERVICE WITH SUBSTANTIAL INVESTMENTS
    IN PEOPLE, TECHNOLOGY AND PROGRAMS**

DATE: July 29, 1996   08:02 EDT   WORD COUNT: 1,159

...service and satisfaction
by implementing a dedicated infrastructure to achieve quick and accurate
resolution of **customer support** calls. Known for having one of the best
product warranties in the computer industry, Acer...

...America recently appointed
three seasoned professionals: Ralph Herbst as vice president of
customer service and **technical support** , Olend King as president of Acer
Information Services in Costa Rica, and Jesus A. Lopez as director of
technical operations and services.

     Engineer Brings New Perspective to **Customer Support**

     Ralph Herbst, previously vice president of engineering at Acer
America, is ideally suited for his new role as vice president of
customer service and **technical   support** , as he brings extensive
technical
and management experience to support the one-call problem resolution...

...Phone

     In addition to public forum information services and providing<
two-way communication with Acer **technical support** through the Internet
and World Wide Web, Acer has seven dedicated phone numbers to support
its customers, depending on their needs:

        Customer **Technical   Support** (800-445-6495) for **technical
 support**
        of Acer desktop and notebook computers.
        AcerExpertise (900-555-2237) provides answers to software
        questions...

...services are accessible through:

        AcerAnswer (800-684-2237) for automated phone answers to
        frequently-asked **technical support** and service questions.
        AcerXpress Faxback System (800-554-2494) provides automated fax
        responses for product information, **technical support** and service
        questions.
        Acer Bulletin Board System (408-428-0140) is Acer's premier
        on...

...users to download
      software patches and product specifications.

      New Call Center in Costa Rica Doubles **Technical   Support** Staff

      Recently promoted from vice president of customer service, Olend
King moves into his new position as president of Acer Information
Systems' Costa Rica Operations and Services with **significant** goals to
increase the **level** of customer satisfaction. King views the investment
in customer service as critical in building long...

...bi-lingual populations. Because we share the same
databases and phone systems with Acer America, **technical   support** is
seamless to the caller, whether it is from the United States or from
Latin...

...line and voice-automated systems for answering frequently-asked
questions.

      The over-500 well-trained **customer   support** personnel that Acer
employs are distributed between the United States and Latin America,
with a 1 to 12 supervisor/agent ratio. Jesus A. Lopez directs the
 technical   support department in the United States. His goal is to
provide "Service Excellence," ensuring that our...

...exchanges. Acer replaces warrantied
notebooks and monitors by the next business day when an Acer **tech
determines** the problem before 3:00 p.m.

      Lopez reports that "the large **technical   support** staff we employ
gives us the flexibility to dynamically allocate personnel where-ever
and when...

   13/3,K/4   (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

01202506
**OEMs extend aftermarket activity: Airframe, avionics and component
     manufacturers continue to push deeper into the aftermarket by growing
     global service networks and support solutions.**
By Henry Canaday
Overhaul & Maintenance, Vol. VII, No. 8, Pg 40
September/October, 2
JOURNAL CODE: OM
SECTION HEADING: COVER STORY: OEMs IN MRO
WORD COUNT: 5,318

TEXT:

... U.S., while Fairchild Dornier is hunting for solid third-party shops to
serve as **support   centers** .

   On the component side, TRW Aeronautical Systems (Lucas Aerospace) offers
asset management solutions while Rockwell...

... at its Wichita, Long Beach and Puget Sound bases, in addition to
Boeing's substantial **customer   support** staff. The majority of BAS staff

are **engineers** . **Indicative** of growth, the services unit just has added
new office space for 850 engineers in...

... scale integration, and we have technical data,'' he said. ``Generally,
customers agree that Boeing brings **value** on large **scale** **projects** .
Airlines favor Boeing for **projects** that are complex, that touch a lot of
different places on the airplane, and that...Launched in 2000, TMSS offers
airlines a menu of line and base maintenance, materials management,
technical **support** , engineering and training, customized to each
carrier's requirements. BAE will coordinate provision of the...centers are
full now, according to Wolf Herholz, the company's senior vice president of
customer **support** .

   Fairchild Dornier has four immediate maintenance priorities. In August,
Herholz was checking out repair shops...doing it all 180 degrees will take
longer.'' With a total of 350 staff in **Customer** **Support** , Herholz now
has two people per in-production aircraft, which include 70 jets and 110...

... inefficiently large if Fairchild Dornier fleets were not growing.
Herholz expects to have 0.9 **customer** - **support** staff per aircraft when
current orders are delivered. In the meantime, he is using his...TRW
recently has agreed with HRD Aero and HRD Oxygen Systems to jointly
establish a **service** **center** for aircraft pressure vessels in Singapore.
TRW will market and service HRD's fire and...

... onboard about 1,000 customer aircraft every day,'' Gregory said. ``We
have interactive training and **technical** **support** available on CDs and
the web.'' CAS now has customer-service managers assigned to its...

SPECIAL FEATURE:
...East.
Fairchild Dornier
Photograph: Fairchild Dornier technicians working on a Do-328 turboprop at
the **service** **center** in Oberpfaffenhofen, Germany.
Photo: Fairchild Dornier
Photograph: Fairchild Dornier customer service representatives research a
customer request. The manufacturer employs 350 people in **customer**
support functions.
Photo: Fairchild Dornier
Photograph: David Ashton, director of the TRW Aeronautical Systems'
equipment services.

...COMPANY NAMES: Airplane Services ; British Airways ; BAE Offers Total
   Support ; BAE Systems ; Collins Aviation Services ; Continental Express ;
   Customer **Support** ; Delta Air Lines ; Embraer To Open U S Center ;
   Express ; Fairchild Dornier Looking For Authorized...

 13/3,K/5   (Item 2 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications

0182916
FLAMANVILLE-2 PRESSURIZER DRYOUT RAISES ERROR WORRIES
Ann MacLachlan, Paris
Nucleonics Week, Vol. 30, No. 51, Pg 2
December 21, 1989
JOURNAL CODE: NUC
ISSN: 0048-105X
WORD COUNT: 572

TEXT:

...similar.

The incident was classified at the lowest level of the French nuclear severity scale, **Level** 1, because it had no immediate safety **significance** and in fact could not have happened if the 1,300-MW-class reactor had...

... overheating and will have to be replaced. The EDF official describes this as "a delicate **operation** ," as the damaged heater tubes must be unwelded from the floor of the pressurizer and...

...top.

Framatome has prepared the replacement operation and will carry it out for EDF's **Technical** **Support** Department. EDF expects Flamanville-2 to be off line until at least mid-January.

To...

... EDF 1,300-MW plant pressurizers (NW, 23 Nov., 3). The EDF official explained that **technicians** had disabled the level **indicators** for inspection of instrumentation nozzles at Flamanville-2. There are 11 penetrations in all, six...

```
Set     Items   Description
S1      122732  (TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-
                WARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR
                 ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTR-
                E? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HAN-
                DL?
S2      2071288 DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK???
                OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPEC-
                IFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3      976614  ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR -
                REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4      1923746 TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR
                CLAIM? ?
S5      1581431 RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LE-
                VEL? OR DEGREE? OR GRADE?
S6      1508888 IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR -
                SIGNIFICAN?? OR VALUE
S7      56112   S2(10N)S3
S8      48718   S5(7N)S6
S9      7369    S8(S)S4
S10     80      S7(4S)S9
S11     11      S10 AND S1
S12     5       S11 NOT PY>2001
S13     5       RD  (unique items)
S14     433     S7(4S)S8
S15     30      S14(4S)S1
S16     16      S15 NOT PY>2001
S17     16      RD  (unique items)
S18     11      S17 NOT S13
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Scanned titles and abstract

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File 813:PR Newswire 1987-1999/Apr 30
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        (c) 2006 San Jose Mercury News
File 624:McGraw-Hill Publications 1985-2006/Jan 03
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18/3,K/1   (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
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00678070 20011116FLF015 (USE FORMAT 7 FOR FULLTEXT)
Tech Data Places 3rd In Business Week's Info Tech 100
PR Newswire
Friday, November 16, 2001 14:47 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 356

TEXT:
...TECD), a leading provider of IT products,
logistics management and other value-added services, was **selected** third
overall in the Business Week Info **Tech** 100 list published twice a year.
Companies featured in the November 16 edition of the...

...founded in 1974, is a leading global
provider of IT products, logistics management and other **value** -added
services.
 Ranked ˙95th on the Fortune 500, the company and its subsidiaries serve
more
than 100,000...
...Middle East. Tech Data's extensive service
offering includes pre- and post-sale training and **technical** **support** ,
financing
options and configuration services as well as a full range of award-winning
electronic...

18/3,K/2   (Item 2 from file: 613)
DIALOG(R)File 613:PR Newswire
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00618799 20010730FLM014 (USE FORMAT 7 FOR FULLTEXT)
Tech Data's Techselect Develops Focused Government Network
PR Newswire
Monday, July 30, 2001 14:52 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 497

...member services and Tech Data's government bid
services including specialized educational tracks at the **Tech** **Select**
Partner
Conferences, as well as targeted networking and relationship-building
opportunities. Vendors supporting the TechSelect...

...access to marketing funds, customized
marketing, business development events and conferences, credit services and
priority **technical** **support** . For more information, visit the TechSelect
Web
site, www.mytechselect.com.

    About Tech Data's...
...services unit offers solution providers enhanced
warranty upgrades, leasing options, credit services, configuration and
assembly, **technical** **support** and education opportunities that can be
incorporated into bids and proposals as product line items...

...founded in 1974, is a leading global
provider of IT products, logistics management and other **value** -added
services.
 Ranked 95th on the Fortune 500, the company and its subsidiaries serve
more
than 100,000...

...Middle East. Tech Data's extensive service
offering includes pre- and post-sale training and **technical** **support** ,
financing
options and configuration services as well as a full range of award-winning
electronic...

18/3,K/3   (Item 3 from file: 613)
DIALOG(R)File 613:PR Newswire
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00601748 20010702FLM013 (USE FORMAT 7 FOR FULLTEXT)
**Tech Data's Networking Solutions Unit Augments Its Cisco Offerings And
Services**
PR Newswire
Monday, July 2, 2001 10:10 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 540

...engagement processes; a sales engineer, responsible for the
network planning and design; and a field **engineer** , responsible for the
implementation and support of the **specified** Cisco solution.

    "Achieving all three certifications **indicates** **Tech** Data's strong
level of
commitment to strengthening their expertise and establishing a leadership
position...

...founded in 1974, is a leading global
provider of IT products, logistics management and other **value** -added
services.
 Ranked 95th on the Fortune 500, the company and its subsidiaries serve
more
than 100,000...

...Middle East. Tech Data's extensive service
offering includes pre- and post-sale training and **technical** **support** ,
financing
options and configuration services as well as a full range of award-winning
electronic...

18/3,K/4   (Item 4 from file: 613)
DIALOG(R)File 613:PR Newswire
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00598707 20010626FLTU025 (USE FORMAT 7 FOR FULLTEXT)
Tech Data Forms Accelerated Web Development Team
PR Newswire
Tuesday, June 26, 2001 12:47 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 597

...vendor or product category names.

     To ensure functionality and relevance of its RAD Web enhancements,
Tech
Data is involving **select** customers in interactive Beta testing. Test
sites are
shared with customers and revisions are made...

...founded in 1974, is a leading global
provider of IT products, logistics management and other **value** -added
services.
 Ranked 95th on the Fortune 500, the company and its subsidiaries serve
more
than 100,000...

...Middle East. Tech Data's extensive service
offering includes pre- and post-sale training and **technical** **support** ,
financing
options and configuration services as well as a full range of award-winning
electronic...

 18/3,K/5   (Item 5 from file: 613)
DIALOG(R)File 613:PR Newswire
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00182194 19990923NYTH105 (USE FORMAT 7 FOR FULLTEXT)
Integrated Network Solutions Launches Networking Division Enabled with Unicenter TNG
PR Newswire
Thursday, September 23, 1999 13:25 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 639

...TNG, INS will continue to offer its clients
superior products and services."

     Accurate client service **level** agreements will be the most
significant
factor contributing to the success of INS's new division. For new
customers,
this requires...

...its portfolio. INS has
also opted to license additional Unicenter TNG components, including
various
system **agents** and Advanced **Help** **Desk** .

     "We're **determined** to fulfill a new market need for cost-effective
outsourcing with Unicenter TNG," said De...

...Computer Associates International, Inc. (NYSE: CA), the world leader in
mission-critical business computing, provides **software** , **support** and
integration services in more than 100 countries around the world. CA has
more
than...

 18/3,K/6   (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1445425   NEM008
FaceTime   Communications   Delivers World's First Internet Service Suite For
    Online Customer Care

DATE: March 29, 1999   07:01 EST   WORD COUNT: 981

...as activity monitoring, escalation and
      service level management.

    -- Professional Services -- FaceTime offers a range of **customer   care**
    -
      focused professional services to provide industry best practice and
      knowledge transfer. Online businesses seeking to achieve superior
       online **customer   care** engage FaceTime for activities such as
strategic
      planning, service audits, operational reviews and advanced
      implementation...

...Message Exchange features a real-time
      monitor that shows supervisor and managers current queue and **agent**
       status. It can also monitor customer **specified** service level
targets
      and alert the supervisor when these targets have been exceeded.

    -- Reporting -- FaceTime...

 18/3,K/7   (Item 2 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1381585   TO015
**Bay Networks, a Nortel Networks Line of Business, Revolutionizes Service
    and Support Programs**

DATE: November 23, 1998   11:48 EST   WORD COUNT: 803

...the direct service programs are:

    - Designated support engineers

    - Designated service managers

    - Annual service plans

    - Service **level** agreements

    - Asset management

    - Flexible consulting hours

    -   **Priority** access to high **level** engineers
    - Remote managed services

- Metrics and performance reports

- Field and **support**   **center** service management

- Technical education and courseware

- Suite of Implementation and maintenance services

The prime goals...

18/3,K/8   (Item 3 from file: 813)
DIALOG(R)File 813:PR Newswire
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1236701   NYTU076
**IMA Client Lloyds TSB - First and Largest Telephone Bank in the UK -
    Receives Prestigious ACTIUS Award as Outstanding Integrated Call Center**

DATE: March 3, 1998   10:19 EST   WORD COUNT: 1,056

... information, while maintaining a consistent agent front-end interface
for simpler data retrieval. Also of **importance** to the judges was the
 level   of integration achieved in PhoneBank's call recording system, used
for agent performance assessment.

    Commenting...

... U.S. Cellular and Xerox. The company also offers a full range of
professional consulting, **technical**   **support** and education services. IMA
is a publicly traded company (Nasdaq: IMAA) with headquarters in Shelton...

18/3,K/9   (Item 4 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0855083   NY005
**ZENITH DATA SYSTEMS RANKED NO. 1 BY RESELLERS IN 1995 VARBUSINESS ANNUAL
    REPORT CARD**

DATE: August 30, 1995   09:00 EDT   WORD COUNT: 776

...ranking first or second by resellers in the following subcategories:
pre-sales and marketing support, **technical**   **support** quality and
accessibility, ease of doing business with and managing channel
conflict. VARs also rated...

...GOLD
resellers -- up from less than 500 two years ago -- and VARs
represent an increasingly **important** portion of them. The **score** card
results demonstrate the reason why resellers love to do business with
us."

    The Z...

...sales
support benefits of a direct relationship with ZDS.
    An inside Zenith Data Systems sales **representative** is **assigned** to
each reseller enrolled in Z-LINK. Sales lead referrals and

assistance with large sales...

...key role in the
ZDS success story," commented Jenks.   "Nothing short of premium
sales and **technical   support** for our reseller channel is what our VARs
need to maintain their momentum and satisfaction...

...each
factor and then rate the vendors' performance/resellers' satisfaction
in each area.   The overall **score** is **weighted** to incorporate the
relative **importance** of each factor.

     The official results will be published in the Oct. 15 VARBusiness
Annual...

 18/3,K/10   (Item 5 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0669043   SJ001
SYMANTEC ANNOUNCES NEW TECHNICAL SUPPORT SERVICES

DATE: January 25, 1994   08:00 EST   WORD COUNT: 603

...PremiumCare Gold is designed for individual product
users, small businesses and corporations, and it provides **technical
 support** service for each licensed user that includes 800 toll-free
service, unlimited calls, extended service...

...available until April 1, 1994.

     PremiumCare Platinum is targeted to corporate MIS departments,
developers and **help   desks** that need the most responsive levels of
technical service.   In addition to all the services provided at the
Gold **level** , Platinum subscribers receive **priority** access to senior
staff, technical notes, a **support   center** manual and automatic
software revision updates.   Annual subscription to PremiumCare
Platinum is $5000 for two...

...additional support,   users can subscribe to PremiumCare Platinum
options including extended 24 hour support and **assigned** primary senior
support **technician** .   PremiumCare Platinum options have an additional
annual cost of $2500 per option.

     Symantec Corporation develops...

 18/3,K/11   (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

01082138
**Gulfstream IVSP: Operators laud dispatch reliability, operational
     flexibility and passenger comfort. This is the G-IV that delivers on
     Gulfstream's original mid-1980s promises.**
By Fred George

Business & Commercial Aviation, Vol. 86, No. 4, Pg 54
April, 2000

TEXT:

... posted jobs at our Appleton, Dallas and Westfield facilities. We've put
in place a **significant** amount of training to get our service **levels**
back up, ``Flynn responded. ``Our focus has been to get new people up to
speed as fast as we can.''

Gulfstream has improved its **service center** performance in recent
months, according to some operators.
Some operators also perceived that fractional ownership...

... absolutely, positively false,'' Flynn countered. ``We have dedicated
separate parts of our service hangars and **assigned** separate maintenance
crews to those airplanes.''

Most **operators** thought Gulfstream's field technical representatives
did a good to excellent job. We heard few...

Set	Items	Description
S1	849772	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-WARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HANDL?
S2	11951522	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	6084771	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR - REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	11048524	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	8909661	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	8776969	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR - SIGNIFICAN?? OR VALUE
S7	238032	S2(5N)S3
S8	267920	S5(5N)S6
S9	29412	S8(S)S4
S10	2021	S7(4S)S8
S11	144	S10(4S)S1
S12	101	S11 NOT PY>2001
S13	305	S7(4S)S9
S14	45	S13 AND S1
S15	34	S14 NOT PY>2001
S16	28	RD (unique items)

File   9:Business & Industry(R) Jul/1994-2006/Jan 03
        (c) 2006 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/Jan 03
        (c) 2006 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2006/Dec 30
        (c) 2006 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2006/Jan 02
        (c) 2006 The Gale Group
File 16:Gale Group PROMT(R) 1990-2006/Jan 03
        (c) 2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
        (c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/Dec 30
        (c)2006 The Gale Group

16/3,K/1   (Item 1 from file: 275)
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02286735   SUPPLIER NUMBER: 54286996   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Enabling Service-Level Management in the HP OpenView NNM
  Environment.(MicroManage Inc's Netcool network management
  application)(Product Information)
HP Professional, 13, 3, 11(1)
March, 1999
ISSN: 0896-145X   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1585   LINE COUNT: 00136

...   alarm (system failure) and the server handling stock-floor trading
applications had a minor warning **indicating** performance degradation.
Unfortunately, the **operators** worked on restoring the Payroll system. But
then the Stock Floor server began to crash...

...HP OpenView NNM precisely to solve this type of problem. Netcool
provides OpenView-based network **operation** centers (NOCs) with **value**
-added, realtime service- **level** management capabilities. It links IP-node
names to business departments, processes, and other meaningful information
...

...Netcool for HP OpenView NNM supports this capability through integration
with the Netcool suite, and **gives** **operators** the flexibility to tag and
group incoming data to precisely define services to meet specific...a
message to a pager, or cut a trouble ticket using any one of several
helpdesk systems including Clarify, Peregrine, or Remedy.
        * OpenView-friendly deployment. Netcool installs out of the box...

16/3,K/2   (Item 2 from file: 275)
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02248886   SUPPLIER NUMBER: 53342770   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Communicate Pro: Cost-Effective Communication.(01 Communique
  Laboratory)(Software Review)(Evaluation)
Abel, Amee
Computer Shopper, 382(1)
Jan, 1999
DOCUMENT TYPE: Evaluation   ISSN: 0886-0556   LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 1056   LINE COUNT: 00087

...   for us to fax from within applications. A call to the company's
remarkably efficient **technical** **support** guided us to download a patch.
With the patch installed, faxing from within applications was...

...use the new Pager Dispatching to send messages from PC to pager.
        Although Communicate Pro **claims** to integrate contact-management
software, its Contact Manager is really just a glorified address book...

...to use; it lacks to-do lists, pop-up calendars, and a way to indicate
priority **levels** . Instead of using the contact manager, you can import
lists from Act 2.0/3...
...you're undaunted by such a feature-rich environment, Communicate Pro has
the power to **give** a small office a high- **tech** profile.
        Your company probably won't need every feature this program offers,

but some combination...

16/3,K/3   (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01591808   SUPPLIER NUMBER: 13507194   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Care-free copiers! (copier manufacturers aim for trouble-free copiers)
  (includes related article on how to keep copiers more reliable)
  (Reprographics)
Malik, Mary S.
Modern Office Technology, v38, n2, p42(2)
Feb, 1993
ISSN: 0746-3839   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2023   LINE COUNT: 00158

...   check.
    Monitoring copier performance, storing the dam and periodically
transmitting it to the customer service **support   center** is the job of
Lanier's (Atlanta, GA) Vision I.Q. system. vision I.Q...

...copier, often before a problem actually occurs.
    Vision I.Q. communicates with the service and **support   center** via
a tollfree telephone line and won't interrupt regular phone service. Also,
with Vision...industry, you get what you pay for."
    Another point often neglected by customers is the **assignment** of a
key operator to the office copier. Dixon would **rank** this asanother
important thing for a business to do.
    "By **assigning** a key **operator** to the copier, the company can train
that person to do things ike clearing a...

16/3,K/4   (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01585493   SUPPLIER NUMBER: 13456531   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Project Workbench for Windows is clear success. (Applied Business
  Technology Corp.'s project management software) (Software Review)
  (Evaluation)
Gilliland, Steve
Windows Sources, v1, n2, p192(2)
March, 1993
DOCUMENT TYPE: Evaluation   ISSN: 1065-9641   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 793   LINE COUNT: 00064

...   another by selecting it under the Window menu option.
    The program combines resource leveling with **task** scheduling. You
can set as many as 37 **levels** of **task   priorities** , exclude **tasks** , and
schedule by date range. A number of **task** descriptors further refine the
process: A **task** might start as soon as possible, as late as possible, or
start no earlier (or...

...partial sorts in ascending or descending order. Up to 20 data filters,
based on Boolean **operators** , can be **specified** for each screen.
    Selecting Highlights from the Setup option opens dialog boxes for
selecting up...

...support OLE or DDE, although support for both is promised for the next
version.
        The **customer   support** program is free for 90 days (with unlimited
support calls), then costs $350 per year...

   16/3,K/5   (Item 5 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01501293   SUPPLIER NUMBER: 11961017   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Three cases: all CBR, but worlds apart. (case-based reasoning program
  development tools are described: ReMind, Esteem and CBR Express; use of
  CBR Express by American Airlines and a typical case are discussed)**
RELease 1.0, v92, n1, p10(6)
Jan 31, 1992
ISSN: 1047-935X   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 3086   LINE COUNT: 00235

TEXT:
        ...By contrast, Inference's CBR Express is an easy-to-use focused
tool, targeted at **help - desk** applications and similar interactive
selection **tasks** . It is itself an application written with Inference's
ART-IM expert system toolset, and...

...anything. Customers so far include some government agencies, but also
commercial companies such as Motorola (**help - desk** , warehouse management
to find appropriate parts and computer security auditing), Boeing
(engineering decisions and production....Compaq, with a case base used by
all its support reps in its North American **customer - support   operation**
, on its own machines. Compaq is also working on getting its **Tech
Support** Alliance partners to submit cases and use CBR themselves -
illustrating the value of CBR (and...

...Dallas to see American Airlines, an early CBR Express customer. It is
building a CBR **help - desk** system for its SABRE Travel Information
Network division, which sells a turnkey back-office system...

...supports little to do with flights, but with billing, accounting and
other business basics. Its **help - desk** is also typical, dealing with such
issues as printer drivers, memory management, application interactions -
and...

...t finding the answers to problems so much as identifying the problems,
especially for new **customer - support** reps, says **project** manager Lynden
Tennison. Now American is still planning to use Topic for on-line
documentation...

...s easier to avoid redundant cases differing only by a word or two. One
important **task** was creating a synonym list, so that knobs, buttons,
switches and the like are all...ART-IM toolset. Questions get default
weights from CBR Express, or the builder-user can **weight** them according
to relative **importance** , including absolute **scores** . Using ART-IM, a
developer could write a program to determine correlations to refine the...

...correct answers; nearest-neighbor is extremely tolerant of inaccuracies
and missing data - especially appropriate for **help - desk** problems. A
typical CBR Express case The user starts by typing in a short problem...

...first section of the runtime module uses simple text-search techniques

to matching tool to **rank** probable cases by matching the **significant** words and trigrams (three-letter sequences designed to accommodate misspellings and word variants), throwing out...

...a list of the highest-ranked matches to the target case. At this point, the **operator** can **select** a case and see the recommended action, or answer further questions based on a new...

16/3,K/6   (Item 6 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01461467   SUPPLIER NUMBER: 11555118   (USE FORMAT 7 OR 9 FOR FULL TEXT)
IFRA 1991: helping to define a new playing field. (review of Inca-Fiej
  Research Association's newspaper publishing industry trade show)
Joner, Urban; Solimeno, William; Tribute, Andrew
Seybold Report on Publishing Systems, v21, n6, p3(33)
Nov 20, 1991
ISSN: 0736-7260   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 27303   LINE COUNT: 02104

...   tightly integrated to make a seamless system with the ability to mix both modes of **operation** on a single page. The system still has the ability to control access to parts of the page through user access levels in which page elements are given access **priority** **levels** . These **levels** are part of a user's login privileges.
       In planning the layout, the **operator** can **specify** that an article float to the highest available (levity) or lowest available (gravity) position in...as well as RGB-to-CMYK transportations.
       Screening of the CMYK separations is done with **hardware** **assistance** . Imapro states that the angles produced are exactly the ones requested at the specified screen...

16/3,K/7   (Item 7 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01360006   SUPPLIER NUMBER: 08002870   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Domain-specific shells for experts in PROLOG. (artificial-intelligence
  programming) (tutorial)
Knaus, Rodger; Blecker, Herb
AI Expert, v5, n1, p40(8)
Jan, 1990
DOCUMENT TYPE: tutorial   ISSN: 0888-3785   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4078   LINE COUNT: 00320

...   pharmaceutical, food, and mining industries in their evaluation of capital projects.
       In addition to the **technical** **support** ICARUS provides, we wanted to make 20 years of experience in the design and estimation...the project contingency.)
       The second rule in Listing 1 combines the inputs from factors affecting **project** contingency; the first finds the detailed information about a single factor, future inflation rate. Rule...

...is five percent, and the contract type is fixed price. The rules assign a contingency **value** of 10% and a **weight** of 90 to future inflation rate,

and a contingency **value** of 10 and a **weight** of 100 to the contract type.
The overall contingency is:
      (20 * 90% + 10 * 100%) / (90 + 100) = 14.73
      These rules let the **engineer** **specify** the choices for each
variable in a compact form, the contingency value and weight of...

 16/3,K/8   (Item 8 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01255518   SUPPLIER NUMBER: 07063217   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Three chips for image processing. (Imaging & Graphics Special) (technical)
Birenbaum, Robert
ESD: The Electronic System Design Magazine, v18, n10, p85(4)
Oct, 1988
DOCUMENT TYPE: technical   ISSN: 0893-2565   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2041   LINE COUNT: 00162

...ABSTRACT: board-level image processors is advanced by specialized VLSI
processors, which can be used with **software** **support** and specialized
pipeline architecture in a computational module. Imaging Technology Inc
uses three ICs from...
...   processing algorithms faster and more cost-effectively.
Computational modules (CMs) using these chips, along with **software**
support and an architecture that utilizes the computational power of these
devices, continue the trend of...simplified relative to parallel
architectures.
      Sequential Dataflow
      The structure of these pipelines, however, is typically **determined**
by the applications **engineer** and fixed through the attachment of cables
or the physical slot location of the boards...

...pipeline. Take a simplified example where an RTMP-150 is populated with
a CM-RVF8 **rank** **value** filter and the CM-LUT16 LUT processor. During one
image processing **operation** , the image data passes first through the
CM-RVF8 to remove noise, and then through...

...and the results subtracted to yield only the edges of objects within the
image.
      Layered **Software** **Support**
      While VLSI chips make possible image processing in a very small
package, it is the **software** **support** that unlocks the potential of this
technology. The software should be able to support multiple...

 16/3,K/9   (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

04211030   Supplier Number: 55036132   (USE FORMAT 7 FOR FULLTEXT)
QA TRAINING: QA Training opens new training centre in Dublin.
M2 Presswire, pNA
June 30, 1999
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 827

...   seven fully equipped classrooms. QA Training is the latest in a

long line of high- **tech** organisations **choosing** to operate in Ireland.
Dublin and the surrounding area are home to a large number...

...Education Centre.
      QA Training was instrumental in assisting Compaq establish its new
Dublin-based Customer **Service   Centre** for Europe, Middle East and Africa
(EMEA). QA Training has been providing the technical training...

...QA Training.
      Tom Davis, Education & Training Manager at Compaq commented, "QA
Training has made a **significant** contribution to the high **level** of
competence achieved by Compaq Support staff here in Dublin. We have been
very pleased with the competence of trainers provided for this **project**
and the professional way in which the **project** has been implemented.
Indeed, QA Training have become an integral part of the Compaq ECSC...

  16/3,K/10   (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
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04013800   Supplier Number: 53208485 (USE FORMAT 7 FOR FULLTEXT)
**-UN: Economic Committee seeks proclamation of 2005 as International Year of
  Microcredit.**
M2 Presswire, pNA
Nov 11, 1998
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 6602

   (USE FORMAT 7 FOR FULLTEXT)
TEXT:
...series of audits of ministries of labour and labour administration
systems, technical advisory services and **technical   assistance** . Between
May 1996 and May 1998, roughly 10,000 participants benefitted from the
training offered...
...   role of the State and the public sector in the development process.
At the national **level** , countries had embarked on **important** reforms of
the State and the public sector on the basis of new approaches aiming...

...policies, and on the need to establish appropriate regulatory frameworks
and control mechanisms for the **operation** of the private sector. New
partnerships between the public sector, civil society organizations and
business...

...must also provide developing countries and countries in transition with
the necessary policy advice and **technical   assistance** to enhance their
capacity to formulate, implement and monitor reform strategies able to
contribute to...

...population questions or to finding solutions to them. The report states
that the laureate is **chosen** by **representatives** of 10 Member States of
the United Nations, elected by the Economic and Social Council...in Central
Asia and their transit developing neighbours. The Assembly would seek the
provision of **technical   assistance** and advisory services to those
States. Donor countries and multilateral financial and development
institutions would be invited, within their mandates, to continue to help
the States concerned with financial and **technical   assistance** for the
improvement of their transit environment, including construction, transport
maintenance, communications, storage and other...

16/3,K/11   (Item 3 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)

02859147   Supplier Number: 45798729   (USE FORMAT 7 FOR FULLTEXT)
**CBIS: CBIS announces international wireless billing and administration
   solution**
M2 Presswire, pN/A
Sept 19, 1995
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 571

...   and network elements, and is portable across multiple hardware
platforms. Its modular configuration allows network **operators** to **choose**
the system components that are specifically needed, such as Customer
Administration, Billing, Provisioning, Collection, Rating...

...the Subscriber Identity Module (SIM), and the GSM Roaming Module (TAP).
    "CBIS Advantage complements our **customer** **care** and billing
solutions leadership in North America with expanded GSM capabilities and
the advanced technology...

...and CEO of CBIS. "In addition, CBIS Advantage fulfills the international
client's billing and **customer** **support** requirements for multiple,
state-of-the-art solutions packed with functionality and delivered through
a...

...It adds GSM skills and deliverables to CBIS's reputation for high
quality, international presence, **significant** **scale** , and experience with
large **projects** ," said Robert Thompson, Vice President and Managing
Director of CBIS Ltd. "The robust new solution...

...of telephone marketing services.
    CBIS is the global leader in the provision and management of **customer**
   care and billing solutions for the communications industry. More than
117,000,000 wireless bills and...

16/3,K/12   (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

10041216   Supplier Number: 60598667   (USE FORMAT 7 FOR FULLTEXT)
**Within-Person Analysis of In formation Seeking: The Effects of Perceived
   Costs and Benefits.**
Morrison, Elizabeth W.; Vancouver, Jeffrey B.
Journal of Management, v26, n1, p119
Jan-Feb, 2000
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Refereed; Trade
Word Count: 9430

...   five years. Seven hundred surveys were sent, and 319 completed
surveys were returned from individuals **indicating** they were currently
employed as **engineers** . (An additional 68 individuals **indicated** , via
e-mail, phone, or mail, that they were not currently employed in
engineering and...

...in your position have information of this type." The items were averaged
to create an **importance   scale** for each of the information types.
Internal consistency reliabilities for the scales were .79, .69, .76, .75,
and .62 for **task** , role, social, organizational, and performance
information, respectively.
        Difficulty of obtaining information was assessed with two...Fo r
example, if an organization wants employees to direct certain inquiries to
a centralized **technical   support** staff, it would be preferable for there
to be one or two highly competent support...

 16/3,K/13   (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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09251025   Supplier Number: 80534325   (USE FORMAT 7 FOR FULLTEXT)
**Music & sound products: suppliers of: amplifiers, band & orchestral
  products; cases; DJ products; fretted instruments; percussion products;
  recording equipment; sound reinforcement equipment; synthesizers &
  related MIDI and electronic music products; karaoke hardware; general
  accessories, also, music distributors.**
Music Trades, v149, n10, pS45(240)
Nov, 2001
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 123078

...   of upright tubas, baritone horns, and pocket trumpets. School bands
searching for the best value **for** a limited budget are finding the answer
in Schafer Band Instruments.
        *··Quadro: The revolutionary Quadro...South, St. Cloud, Minnesota
56301. Telephone: (320) 259-1840. Fax: (320) 259-1840. Tom Pickard,
president .
        Manufacturer of Visu-Lite electronic cymbals, drums, and today's
most progressive electronic percussion products...quality and beautiful
workmanship characterize the offerings from the oldest brass maker in
continuous operation **in** the world. Courtois is synonymous with perfection
in brasswinds.
        The history of G. Leblanc Corporation...other brasswind models.
        In 1967 Leblanc acquired the respected Woodwind Company and moved
its operations **to** Kenosha. The second-oldest maker of mouthpieces,
Woodwind was established in 1918. Over the years...

 16/3,K/14   (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08563284   Supplier Number: 73844888   (USE FORMAT 7 FOR FULLTEXT)
Con-Way Air Takes Off.
SCHULZ, JOHN D.
Traffic World, v265, n15, p38
April 9, 2001
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1638

...   air freight forwarder, Con-Way Air starts flying May 14 out of 13
strategically placed **service   centers** to cover 50 states and Puerto

Rico. The **service   centers** will coordinate pickup, delivery and
line-haul operations and will have direct access to Con-Way's national
network of LTL carriers. More **service   centers** will be opened over the
next two years. There will be no international service.
        Con...

...required time frame became a secondary issue. Required delivery date,
distance to destination, shipment size, **weight** and **value** are the
criteria that now drive carrier selection. Our LTL and expedited
operations have given us an excellent vantage point for services
positioned on either side of the...U.S. airlines. In addition, agreements
have been set up with a network of cartage **agents** to cover local **pickup**
and delivery in and around airport zones, officials said.
        "The key to our performance will...

 16/3,K/15   (Item 4 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

07722080   Supplier Number: 64405110   (USE FORMAT 7 FOR FULLTEXT)
Auto engineers not sitting down on the job.
Wrigley, Al
American Metal Market, v108, n146, p12
July 31, 2000
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 970

...   seats in Besigheim, near Stuttgart, adjacent to the Audi assembly
plant for the A2s.
        The **weight** -saving issue was so **important** to Audi engineers
involved in the development of the 80-mpg model that "every single...

...be there," according to Hans Osenstatter, vice president and general
manager of Lear's Customer **Service   Center** in Gaimersheim. According to
Klaus Bos, director of engineering for Lear's Premium Car Division Customer
 Service   Center responsible to Audi, the seat **engineers** involved in
the **project** "carefully **selected** ." all of the rear seat materials,
including the lightweight foam cushioning material, to "eliminate
superfluous...

 16/3,K/16   (Item 5 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
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04761518   Supplier Number: 47009216   (USE FORMAT 7 FOR FULLTEXT)
Equipping Your Helpdesk **: 4 Products To The Rescue**
Danielle, Diane
Network Computing, p44
Jan 1, 1997
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 5389

Equipping Your Helpdesk **: 4 Products To The Rescue**
        In all too many companies, the **helpdesk** has remained relatively
stranded for more than 30 years-poorly understood, poorly respected and
poorly supported. But if yours is an intrepid, forward-thinking company

that wants its **helpdesk** to serve its customers and staffers well, while benefiting the bottom line, an arsenal of tools exists to help you.

Helpdesks vary significantly in function and size. Perhaps the primary functional distinction is orientation: toward outsiders...

...insiders (the company's employees). The demarcation line may be weak-in some companies, "internal" **helpdesks** "outsource" some calls to the "external" **helpdesk** . Because tools that are necessary or work well in the one environment are unnecessary or poorly designed for the other, we're focusing in this article solely on the internal **helpdesk** ; however, much of what we will cover will apply to both.

The **helpdesk** arena is one of the last remaining competitive software markets. Almost 200 vendors sell products for **helpdesks** of all kinds and sizes. Traditionally, the market has been something of a three-layered...

...whose products run on Unix boxes or, increasingly, Microsoft Windows NT, and purport to support **helpdesks** with hundreds of agents. They typically contain a plethora of additional functions, including expert systems...

...are those products with a range of features and the ability to support modest-sized **helpdesks** . (According to a May 1996 Aberdeen Group report, "big" players in this middle tier had...

...layer not so much by performance as by functionality-these products focus on the consolidated **helpdesk** . They provide problem, asset and change management; work with event management systems; and focus on management processes.

Products at the top layer are quintessentially proactive (designed to help the **helpdesk** change its orientation from a service that responds to trouble to one that prevents it...

...from Molloy Group and Utopia from Utopia Technology Partners.

The Tools

What tools do all **helpdesks** use? According to the **Help   Desk** Institute's October 1996 " **Help   Desk** and **Customer   Support** Practices Report," 80 percent to 90 percent of respondents use e-mail, fax, telephone headsets...

...1995, but ACD usage is up 11 percent.

ACDs and IVRUs, used more by larger **helpdesks** and especially by those that service external customers, offer significant functionality and value. ACDs route...

...the number of calls and the abandonment rate are vital in tracking how well a **helpdesk** answers the calls it is expected to answer. Combined with automatic number identification (ANI) or...

...phone-based expert system may be especially useful and easier to build. By relieving the **helpdesk** of simple, repetitive calls, IVRUs reduce burnout and enable agents to concentrate on more complex...

...With advances in computer telephony, these technologies are bound to become increasingly affordable for smaller **helpdesks** .

What about e-mail? Or faxes? Or the Web? Most of our interviewees didn't with an agent-an arrangement that may benefit the user but not the **helpdesk** department.

If, however, your **helpdesk** product (such as TOM or HEAT) can standardize the e-mail format, e-mail can...

...just like a voice response unit.

The Web, of course, is the latest answer to **technical   support** :

Give your users an online **helpdesk** . However, as with e-mail and faxes, if your problem is you can't get...

...s Web site (www.broderbund.com) for an example of an interactive, decision-tree-based **helpdesk** (using Inference Corp.'s technology). It no doubt cuts down on some calls, but interesting...

...another solid method for getting information to your users. However, if you have a good **helpdesk** , its staff probably can get problems resolved faster.

Nothing in the software arsenal for **helpdesks** has produced so much hope, hype and disappointment as knowledge bases and expert systems. Yet...

...or more kinds of expert system plus various additional modules. We zeroed in on key **helpdesk** functions-administration, security and utilities; call logging and tracking; customizability; integration with other products; performance...

...to do a certain amount of system administration, such as adding an agent, while the **helpdesk** software is in use. For major changes, especially to fundamental system components, you should be...Database Connectivity (ODBC) data source.

Call Logging

Regardless of how many bells and whistles a **helpdesk** product possesses, if call logging is cumbersome in your environment, the installation will be a...

...system. Two semivalid arguments exist for such an omission. The first is that many internal **helpdesks** support users of multiple systems so hooking into just one directory would be of minimal...

...argument is that only a subset of a company's employees will ever call the **helpdesk** . It would, therefore, be a waste of storage and processing power to search through a...

...AD), which prompts you initially for a free-form description of the problem. The individual **agent** can **choose** which method to use (TPA and AD can be used together) or the administrator can...The ability to escalate a problem to another level of support is essential in a **helpdesk** product, but the function can be implemented in a variety of ways. The most basic...

...on prespecified criteria, usually time; if a problem is open for x minutes, change its **priority** to the next highest **level** . But then what? Do you send out a broadcast message? Put the escalated calls into...

...downed router. Problems are escalated based on a combination of priority and time.

In larger **helpdesks** , especially, you also will want more sophisticated notification options. You might want to escalate all...

...nature of the problems and the time they have been open.

With HEAT, you can **assign** a call to a **technician** or group. Automatic escalation can be based on a 7x24 clock, your **helpdesk** 's hours or your customer site's hours. You can specify different escalation groups and...

...dedicated server. HEAT and Utopia support time-zone stamping.

Customizability

It's unlikely that any **helpdesk** product you look at will work exactly the way you want it to. Your criticisms...

...probably will want a company field as well as a caller field. If you
have **helpdesks** worldwide, you must deal not only with different languages
but also with various customs regarding...basic functionality is sound and
will be sufficient for many.
    Integration With Other Products
    Many **helpdesk** products come with built-in or optional components to
accomplish a variety of tasks: change...

...test performance because of the number of variables involved: the number
of agents on the **helpdesk** , the number of calls per hour, whether the
system is being used solely for call...

...you plan to use any of the problem-resolution tools. We also recommend
that the **helpdesk** network be isolated from the rest of your network,
partly for performance reasons and partly...

...another story (see "Buying a Pig in a Poke," on page 48).
    To keep your **helpdesk** software running smoothly, look for products
that will let you archive calls periodically and intelligently...
...techniques for limiting the databases or parts of the database that are
searched.
    All the **helpdesk** managers we talked to who were using problem
resolution software of one kind or another...

...on the phone.
    Problem Resolution
    The products we evaluated have three basic components for helping
helpdesk personnel solve problems: one or more search engines to find
solutions, a set of cases...

...operate and third-party solution packages that may or may not be
integrated into the **helpdesk** 's search engine.
    A side issue, but an important one, involves who may add the...

...knowledge base such as types of problems or concepts, for example. If
you let your **helpdesk** people do the adding, you'll get duplicated and
maybe useless stuff. If you don...
PRODUCT NAMES: *7372564   (**Help   Desk** Software)

  16/3,K/17   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

12712203   SUPPLIER NUMBER: 66279789   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**COST, QUALITY, AND ENVIRONMENTAL TRADEOFFS FOR PRINTED CIRCUIT BOARD
   ASSEMBLY.**
THURSTON, DEBORAH L.; ALVARADO, JORGE; MANGUN, DONNA; HOFFMAN III, WILLIAM
F.
Engineering Economist, 45, 3, 206
Fall, 2000
ISSN: 0013-791X   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 7048   LINE COUNT: 00615

...   corporate environmental information public, such as through the
EPA's "Green Lights" program (EPA provides **technical   assistance**
concerning energy-efficient lighting), and the Toxics Release Inventory
(public listing of the toxic chemicals...is perceived by the decision-maker
to be approximately equal in importance. Then, weighting factor

assignments can reflect differences within a range where tradeoff
calculations are more accurat e. Finally, the...

16/3,K/18   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

10481119   SUPPLIER NUMBER: 21160600   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The competitiveness of networked production: the role of trust and asset
  specificity.(Sustainability of New Organizational Arrangements)
Carney, Mick
Journal of Management Studies, v35, n4, p457(23)
July, 1998
ISSN: 0022-2380   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 10944   LINE COUNT: 00933

...   ordinating capacities and the ability to effectively deploy
productive firm specific assets. In industries where **scale** and scope
economies are **significant** this advantage is decisive. In industries where
 scale and scope economies are less **significant** and where generic assets
are more productive than comparable dedicated assets, production networks
should outcompete...GIORDANI, M. G. and PASQUINI, F. (1990). 'The
industrial policy of Emilia Romagna: the business **service** **centers** '. In
Leonardi, R. and Nanetti, R. Y. (Eds), The Regions and European
Integration. New York...

16/3,K/19   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

10447098   SUPPLIER NUMBER: 21105984   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Program Manager Eyes Main Street Specialty.
Cohen, Marc I.
National Underwriter Property & Casualty-Risk & Benefits Management, v102,
n36, p3(1)
Sep 7, 1998
ISSN: 1042-6841   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 1295   LINE COUNT: 00112

TEXT:
      ...claims adjusters who are familiar with Main Street risks and adhere
to the program's **claims - handling** criteria. CAC focuses on settling
frequency-type claims quickly and fairly. To the extent the...

...account were being closed. Producer commissions are at market level so
as to avoid adverse **selection** and properly recognize the producing **agent**
's vital role in the enterprise. The plan is designed to accommodate a
comprehensive range...

16/3,K/20   (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

09293145   SUPPLIER NUMBER: 19033707   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Compliance inspections and examinations by the Securities and Exchange
  Commission.
Richard, Lori; Walsh, John

Business Lawyer, 52, n1, 119-158
Nov, 1996
ISSN: 0007-6899   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 19434   LINE COUNT: 01635

...   OCIE has been able to provide a heightened focus on transfer
agents, providing a greater **level** of examination oversight in this
important area.
        Sweep examinations apply the compliance benefits of surprise
inspections to entire sectors of the...regulation of small advisers. Most
significantly, the 1996 Amendments authorize the Commission to provide
training, **technical   assistance** , and other reasonable support for state
regulatory programs.(193) This assistance may take the form...

 16/3,K/21   (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

08898942   SUPPLIER NUMBER: 18397002
**Are you future agile? (drivers of business change and implications for
   human resource function)**
Eichinger, Bob; Ulrich, Dave
Human Resource Planning, v18, n4, p30(12)
Dec, 1995
ISSN: 0199-8986   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 7280   LINE COUNT: 00599

...   staffing, development, appraisal, and rewards. As HR professionals
mastered these at the operational and strategic **levels** , they could
demonstrate **value** .
        The 1980s coupled these skills with those of organization design and
communications. With the enormous...outs where the HR function literally
goes into business for itself and brokers for services, **service   centers**
where standardized transactions are processed as efficiently as possible,
centers of expertise where world-class...

 16/3,K/22   (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

08722407   SUPPLIER NUMBER: 18367734   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Performance indicators: a management tool for active labour programmes in
   Hungary and Poland.**
O'Leary, Christopher J.
International Labour Review, v134, n6, p729(23)
Nov-Dec, 1995
ISSN: 0020-7780   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8587   LINE COUNT: 00722

...   promote superior performance through positive incentives, and to
help identify and address poor performance through **technical   assistance**
or sanctions.
        An important element peculiar to the employment policy experience of
these countries is...Wide-ranging comments were offered from the staff
involved in the counties and from national **representatives** .
        Selecting performance **indicators** in Poland
        In Poland the system for performance management of ALPs is being
implemented under...offices and service providers through positive

incentives; help to identify and correct poor performance through
technical   assistance and/or sanctions; the contribution of information
on performance to the budget allocation process; and...promote superior
performance through positive incentives and to help identify and correct
poor performance through **technical   assistance** and/or sanctions. This
article shows how the performance indicators allow a standardized
assessment of...1994.
  Laventhol and Horvath (consultants). 1988. Using performance
management to achieve quality program results: A **technical   assistance**
guide. Washington, DC, National Commission for Employment Policy.
  Micklewright, John; Nagy, Gyula. 1994. "How does...

16/3,K/23   (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade &. Industry.DB....
(c)2006 The Gale Group. All rts. reserv.

08504190   SUPPLIER NUMBER: 17598010   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Best Practices uncovers agencies doing it right.(insurance agencies)
Aartrijk, Peter van, Jr.
Best's Review - Property-Casualty Insurance Edition, v96, n7, p80(4)
Nov, 1995
ISSN: 0161-7745   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2863   LINE COUNT: 00230

...   with the ability, teaching them the insurance business, and backing
them up with people with **technical   support** so they can be effective
right away," he said.
  He also warns agency owners not...insurance needs.
  Representing 52% of all policyholders, Relationship Buyers invest a
lot of effort in **selecting** an insurance **agent** , so they are less likely
to switch. Forming a long-term relationship with their agent...

...important than finding the lowest price. They are more likely than any
other group to **choose** an independent **agent** . And they are most
comfortable using an established agent who insures other people they know
...

16/3,K/24   (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

07799542   SUPPLIER NUMBER: 16805390   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Con-Way Central Express opens regional service   centers **in Sioux City
 and Fort Dodge, Iowa; expansion due to increased business volumes from
 local shippers.**
Business Wire, p4120065
April 12, 1995
LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 482   LINE COUNT: 00039

Con-Way Central Express opens regional service   centers **in Sioux City
 and Fort Dodge, Iowa; expansion due to increased business volumes from
 local...**

TEXT:
  ...Con-Way Central Express (CCX), the Ann Arbor-based regional
trucking company, has opened new **service   center** operations in Sioux
City and Fort Dodge, Iowa, to handle growing shipping volumes from its...

The new **service   centers** will provide shippers with expanded capacity for regional freight service with 100 percent intra-state...

...customers in Iowa as well as throughout the entire CCX network."
     The new 15-door **service   center** in Sioux City is located at 2701 Boulevard of Champions and employs 10 people, including seven CCX drivers/sales **representatives** . The facility incorporates former CCX **pick** -up and delivery operations in Orange and Denison, Iowa, and now serves as the base...

...Sioux Falls, S.D.; and south as far as Winslow, Neb. The local Sioux City **service   center** number is 712/255-5045.
     Located at 303 South 21st Street, CCX's new four-door **service center** in Fort Dodge, Iowa, employs eight people, including six drivers/sales **representatives** ...The facility incorporates former CCX **pick** -up and delivery operations in Spencer and Carroll, Iowa.
     The CCX/Fort Dodge facility offers...

...north as Whittemore, Iowa; and south as far as Jefferson, Iowa. The local Fort Dodge **service   center** number is 515/955-6419. CCX's toll-free number is 800/421-4007.
     Founded...
...With headquarters in Ann Arbor, Mich., CCX has nearly 6,000 employees and operates 183 **service   centers** serving more than 67,000 communities throughout 22 midwestern and eastern U.S. states and...

 16/3,K/25   (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

07314175   SUPPLIER NUMBER: 15717369   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Experimental evidence on unemployment insurance work-search policies.
   (includes appendix)
Johnson, Terry R.; Klepinger, Daniel H.
Journal of Human Resources, v29, n3, p695(23)
Summer, 1994
ISSN: 0022-166X   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 11454   LINE COUNT: 00928

...   employment services (for example, job referrals, counseling) provided to UI claimants from any state Job **Service   Center** .(10) The employment and earnings outcomes are based on quarterly information on the total wages...it appears that claimants in the demonstration received relatively few other employment services from Job **Service   Centers** . Specifically, only about 16 percent received at least one referral to an employer for a...ESARS data are quite complete records of all services received by demonstration members from Job **Service   Centers** , they likely understate the overall job search assistance received by claimants because they do not...and D who had greater office contact, although the estimated impacts were not always statistically **significant** at conventional **levels** . See Johnson and Klepinger (1991) for additional details.
     18. Specifically, the basic regression models included...

 16/3,K/26   (Item 10 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

07299059   SUPPLIER NUMBER: 15548717   (USE FORMAT 7 OR 9 FOR FULL TEXT)

Lotus SmartSuite: release 2.1. (Lotus SmartSuite for Windows 2.1) (Software
Review) (one of three evaluations of integrated office suites in 'All For
One and One For All') (Evaluation)
Marshall, Patrick; Eva, Elizabeth
InfoWorld, v16, n26, p108(7)
June 27, 1994
DOCUMENT TYPE: Evaluation   ISSN: 0199-6649   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3044   LINE COUNT: 00239

...   and you can obtain support via either CompuServe or Lotus' own BBS.
Score: Very Good.
      TECHNICAL   SUPPORT
     Technicians were helpful, but when we called to ask about
inconsistencies in our OLE operations...

...and gave prompt, accurate answers, though we frequently had to endure
long pauses on hold. **Score** : Satisfactory.
      VALUE
     Lotus SmartSuite's $795 price falls not coincidentally midway between
the prices of Borland Office...

 16/3,K/27   (Item 11 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

06809598   SUPPLIER NUMBER: 14213322   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Partnership programs can solve environmental waste problems; involving
consultants as part of quality team saved a refinery $10 million annually
on disposal fees.
Loftus, Don; Peters, Charles; Black, Ronald E.; Johnson, Richard L.
Hydrocarbon Processing, v72, n7, p90(3)
July, 1993
ISSN: 0018-8190   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 2012   LINE COUNT: 00165

...   weekly and included operators, foremen, engineers and consultant
representatives. The other task force, a high- **level** , high- **priority**
team, specifically tackled the problem of the accumulating cuff.
     Sampling and analysis by the consultant...Betz in 1985 as a
technician at a major southwest refinery, and currently provides field
technical   support on emulsion breakers and antifoams. Mr. Johnson holds
a BS degree in science and a...

 16/3,K/28   (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

05232037   SUPPLIER NUMBER: 10555380   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The economic viability and stability of 'capitalised family farming': an
analysis of agricultural decollectivisation in Peru.
Melmed-Sanjak, Jolyne S.; Carter, Michael R.
Journal of Development Studies, v27, n2, p190(21)
Jan, 1991
ISSN: 0022-0388   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 9295   LINE COUNT: 00784

...   this study, 100 per cent of the parceleros surveyed received such

credit.

The demand for **technical   assistance** has also increased with the increased number of producing units. Parceleros are now managing agricultural...

...managers. In the Chancay-La Leche survey, almost all the parceleros expressed a desire for **technical   assistance** while only 22 per cent received any assistance. It might also be noted that of...

...public agencies. This is important to the extent that unequal access to private sources of **technical   assistance** may accentuate differentiation. In other studies, similar problems with the lack of **technical   assistance** are noted [e.g., Eresue, 1985 and Gols, 1985].

Differentiation and Displacement Along the CFF...jointly zero. The test statistic value is 32.36 compared to the Chi-square critical **value** for four **degrees** of freedom of 9.48. Therefore the null hypothesis ([gamma.sub.1]= [gamma.sub.2...

...3] = 0) is rejected. (12.) Note that quantifying the value of lost services would be **important** when comparing income **levels** under cooperative versus parceled production. For example, 1979 monthly average member income data for our...to imply a more active land market and greater availability of non-institutional capital and **technical   assistance** . Also, for coastal rice-producers, input and output sales are dominated by ECASA (a state...

Set	Items	Description
S1	1745	(TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-WARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HANDL?
S2	16107	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3	5862	ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR -REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4	15754	TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR CLAIM? ?
S5	10168	RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LEVEL? OR DEGREE? OR GRADE?
S6	8929	IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR -SIGNIFICAN?? OR VALUE
S7	1594	S2(S)S3
S8	545	S5(S)S6(S)S4
S9	14	S7 AND S8
S10	2	S9 AND S1
S11	1791	S5(S)S6
S12	67	S7 AND S11
S13	‿4	S12 AND S1
S14	4	RD (unique items)

File 256:TecInfoSource 82-2005/Feb
        (c) 2005 Info.Sources Inc

14/3,K/1
DIALOG(R)File 256:TecInfoSource
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00152623   DOCUMENT TYPE: Review

PRODUCT NAMES: Interactive 3D Graphics (811706)

TITLE: Beyond Games: Interactive 3D graphics make the leap from...
AUTHOR: Boyd, Richard
SOURCE: Advanced Imaging,   v19 n6   p10(2) Jun 2004
ISSN: 1042-0711
HOMEPAGE: http://www.advancedimagingmag.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis

REVISION DATE: 20041200

...CAD models for all new designs, and the result is a large repository of
high- **value** data that could be used in such areas as marketing, sales,
technical   support , and training. However, to use such data, issues
related to CAD model complexity and the...

...the cost of creating such content, the U3D format could be used to
create a **selectively** lossy translation format that will permit
gatekeepers in engineering to export simplified data via direct CAD
exporters and Continuous **Level** of Detail (CLOD) streaming (so that the
level of details wanted by the requesting department can be set). The
resulting model is easier to maneuver but retains valuable details safely.
Therefore, multiple departments, service **technicians** , and customers can
have access to finely detailed active 3D models throughout the product life
...

14/3,K/2
DIALOG(R)File 256:TecInfoSource
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00148419·   DOCUMENT TYPE: Review

**PRODUCT NAMES: Clarify (023523); eCare (088731); LANDesk Management
Suite (166821)**

TITLE: First Help is Best: Because help   desks **are becoming a more...**
AUTHOR: Gilhooly, Kym
SOURCE: Computerworld,   v37 n36 p23(2) Sep 8, 2003
ISSN: 0010-4841
HOMEPAGE: http://www.computerworld.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

REVISION DATE: 20031130

TITLE: First Help is Best: Because help   desks **are becoming a more...**
...

...s eCare, and LANDesk Software's LANDesk Management Suite are highlighted

as users discuss the **value** provided by **help** **desks** . Although the cost
of an ineffective **help** **desk** can easily be quantified, the money saved
by a successful **help** **desk** that solves problems quickly, consistently,
and effectively without consuming undue resources is much harder to pin
down. As of 2001, IT **help** **desks** had to support an average of 200
applications, and today's **help** **desks** sometimes support 300. Automation
is of considerable interest to companies, which since the mid-1990s have
been **giving** **Level** 1 **agents** more tools. Remote support tools that were
previously available only to **Level** 2 and **Level** 3 **engineers** are not
used by **Level** 1 **agents** , and the tools are becoming more advanced for us
on the Internet in delivery of...

DESCRIPTORS: Computer Diagnostics; Electronic Customer Service; Remote
    Network Access; **Technical** **Support**

 14/3,K/3
DIALOG(R)File 256:TecInfoSource
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00134714   DOCUMENT TYPE: Review

**PRODUCT NAMES: Apropos 5 (702668); uCI 2000 Plus (076813); Teloquent
Interchange (076821); Cisco Customer Interaction Suite (008079); Genesys
Suite (076848)**

TITLE: Start Your Engines: Chances are that you're not racing to find...
AUTHOR: Fleischer, Joe
SOURCE: Call Center Magazine,   v14 n9 p64(8) Sep 2001
ISSN: 1064-5543
HOMEPAGE: http://www.callcentermagazine.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

REVISION DATE: 20040228

...voice messaging, live text messaging, Web callback, and concurrent Web
page viewing for customer and **agent** . The Internet has come into its own
as a multipath **customer** **care** venue; today's users are multimedia
customers, so serving them requires multimedia routing engines. Multimedia
...

...companies use known customer information to build rules for sending
calls and online messages to **agents** . Multimedia routing software allows
call centers to identify customers from their e-mail addresses (in...

...be established irrespective of systems used to store information about
customers. Apropos 5 provides a **score** that **indicates** each customer's
value , while uCI-200 Plus allows staff to set up rules for responding to
calls and online messages from users of uDev. Teloquent Interchange allows
agents to receive completed online forms as e-mail messages, and Customer
Interaction Suite operates with...

 14/3,K/4
DIALOG(R)File 256:TecInfoSource
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...service providers (MSPs) usually ease the system management workload for
companies and can also save **significant** amounts of money on startup costs
for systems supporting 24x7 **customer   support** . The MSP model, although
it does not take total responsibility for system management as an
outsourcer does, allows clients to customize the **level** of support to be
provided. In an average MSP configuration, the MSP retains a set of
management tools and platforms that monitor customer systems, either by
collecting data from embedded **agents** or by simulating transactions and
traffic on a Web site. Alerts are sent to the most appropriate MSP
technician , to a customer's IT staffer, or to both individuals. For its
part, the MSP...

...reports (trouble tickets) in a secure database that remains accessible
to the client. The customer **chooses** which systems and management tasks
will be turned over to the MSP and which will...

...emerged MSPs include @manage, 2ndWave, InteQ, Luminate, ManageIT,
SilverBack Technologies, SiteLite, SiteRock, and TriActive. The **value** of
the MSP market should skyrocket from $90 million in 2000 to $3.26 billion

```
Set      Items   Description
S1       6594    AU=(UENO, T? OR UENO T?)
S2         92    S1 AND IC=G06F-017/60
S3         12    S2 AND ((TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE
                 OR SOFTWARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR -
                 HELP? OR ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? -
                 OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAI-
                 MS)()HANDL? )
```

File 350:Derwent WPIX 1963-2005/UD,UM &UP=200582
         (c) 2005 Thomson Derwent
File 344:Chinese Patents Abs Aug 1985-2005/May
         (c) 2005 European Patent Office
File 347:JAPIO Nov 1976-2005/Jul(Updated 051102)
         (c) 2005 JPO & JAPIO
File 348:EUROPEAN PATENTS 1978-2005/Dec W04
         (c) 2005 European Patent Office
File 349:PCT FULLTEXT 1979-2005/UB=20051229,UT=20051222
         (c) 2005 WIPO/Univentio

all by new inventor

3/5/1   (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2005 Thomson Derwent. All rts. reserv.

015332931   **Image available**
WPI Acc No: 2003-393867/200337
XRPX Acc No: N03-314721
    Technical   support **system has** claim   handling **section issuing task
    sheets for market countermeasure task and updating progress**
Patent Assignee: TOSHIBA TEC KK (TOSH-N)
Inventor: **UENO T**
Number of Countries: 008 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200338709	A2	20030508	WO 2002JP9168	A	20020909	200337	B
US 20030115087	A1	20030619	US 20012745	A	20011102	200341	
EP 1417621	A1	20040512	EP 2002760817	A	20020909	200431	
			WO 2002JP9168	A	20020909		
JP 2005507530	W	20050317	WO 2002JP9168	A	20020909	200520	
			JP 2003540898	A	20020909		

Priority Applications (No Type Date): US 20012745 A 20011102
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200338709	A2	E	35	G06F-017/60	

    Designated States (National): JP
    Designated States (Regional): DE FR GB IT NL SE

US 20030115087	A1			G06F-017/60	
EP 1417621	A1	E		G06F-017/60	Based on patent WO 200338709

    Designated States (Regional): DE FR GB IT NL SE

JP 2005507530	W		50	G06F-017/60	Based on patent WO 200338709

Abstract (Basic): WO 200338709 A2
    NOVELTY - System comprises a service portal section (10) providing
web pages as an information input and output interface, a knowledge
base section (16), and a **claim   handling** section (14) registering
new claim reports with the claim title structured as definition
information to manage the report as an unsolved claim requiring an
engineer response. It issues task sheets for the market countermeasure
task shared among technical divisions and updates the state of progress
while visualising the state.
    DETAILED DESCRIPTION - There are INDEPENDENT CLAIMS for:
    (1) A **technical   support** method
    (2) A computer program for a **technical   support** system server
    USE - System is for providing **technical   support** to claims for
manufacturer products acquired through a worldwide technical service
network.
    ADVANTAGE - System enables rapid presentation of market
countermeasures against claims concerning products, technical divisions
can carry out sub-tasks simultaneously and engineer labor is reduced in
having to verify the necessity for market countermeasures.
    DESCRIPTION OF DRAWING(S) - The figure shows the **technical
support** system structure
    service information portal (10)
    management information system (12)
    claim   handling section (14)
    knowledge base (16)
    master database (18)
    data warehouse (20)
    communication interface (22)

          client terminals (24)
          Internet (26)
          pp; 35 DwgNo 2/13
Title Terms: TECHNICAL; SUPPORT; SYSTEM; CLAIM; HANDLE; SECTION; ISSUE;
   TASK; SHEET; MARKET; TASK; UPDATE; PROGRESS
Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
International Patent Class (Additional): G06F-017/30
File Segment: EPI

   3/5/2   (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2005 Thomson Derwent. All rts. reserv.

015332930   **Image available**
WPI Acc No: 2003-393866/200337
XRPX Acc No: N03-314720
    Technical   support **system has** claim   handling **section with synonym
   table converting problem terms into single standard term**
Patent Assignee: TOSHIBA TEC KK (TOSH-N)
Inventor: **UENO T**
Number of Countries: 008 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200338707	A2	20030508	WO 2002JP9166	A	20020909	200337	B
US 20030088641	A1	20030508	US 20012744	A	20011102	200345	
EP 1428161	A1	20040616	EP 2002770187	A	20020909	200439	
			WO 2002JP9166	A	20020909		
JP 2005507528	W	20050317	WO 2002JP9166	A	20020909	200520	
			JP 2003540896	A	20020909		

Priority Applications (No Type Date): US 20012744 A 20011102
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200338707	A2	E	37	G06F-017/60	

    Designated States (National): JP
    Designated States (Regional): DE FR GB IT NL SE

US 20030088641	A1			G06F-015/16	
EP 1428161	A1	E		G06F-017/60	Based on patent WO 200338707

    Designated States (Regional): DE FR GB IT NL SE

JP 2005507528	W		53	G06F-017/30	Based on patent WO 200338707

Abstract (Basic): WO 200338707 A2
      NOVELTY - System comprises a service information portal section
   (10) providing web pages as an information input and output interface,
   a knowledge base section (16) storing claim reports and solutions
   answered by engineers, and a **claim   handling** section (14) searching
   for matching solutions. The **claim   handling** section performs an
   ordinary search and an extended search using natural language by
   referring to a synonym table converting synonym terms having the same
   technical meaning into a single standard term and then deriving a
   reduced number of solution candidates based on a combination of the
   claim definition items from the claim reports obtained in the ordinary
   search. The **claim   handling** section checks missing items and error
   items.
      DETAILED DESCRIPTION - There are INDEPENDENT CLAIMS for:
      (1) A computer program for a **technical   support** system server
      (2) A **technical   support** method
      USE - System is for providing **technical   support** to claims for

manufacturer products acquired through a worldwide technical service
network.
      ADVANTAGE - System can quickly solve claims relating to products.
      DESCRIPTION OF DRAWING(S) - The figure shows the **technical
support** system
      service information portal (10)
      management information system (12)
      claim   handling section (14)
      knowledge base (16)
      master database (18)
      data warehouse (20)
      communication interface (22)
      client terminals (24)
      Internet (26)
      pp; 37 DwgNo 2/15
Title Terms: TECHNICAL; SUPPORT; SYSTEM; CLAIM; HANDLE; SECTION; TABLE;
  CONVERT; PROBLEM; TERM; SINGLE; STANDARD; TERM
Derwent Class: T01
International Patent Class (Main): G06F-015/16; G06F-017/30; **G06F-017/60**
International Patent Class (Additional): G06F-007/00
File Segment: EPI

   3/5/3   (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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015321437   **Image available**
WPI Acc No: 2003-382372/200336
XRPX Acc No: N03-305486
   Technical   support **system has** claims   handling **section registering
   new claim reports and determining engineer to take charge of supporting
   task**
Patent Assignee: TOSHIBA TEC KK (TOSH-N)
Inventor: **UENO T**
Number of Countries: 008 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200338708	A2	20030508	WO 2002JP9167	A	20020909	200336	B
US 20030088451	A1	20030508	US 20012743	A	20011102	200345	
EP 1419469	A2	20040519	EP 2002765459	A	20020909	200433	
			WO 2002JP9167	A	20020909		
JP 2005507529	W	20050317	WO 2002JP9167	A	20020909	200520	
			JP 2003540897	A	20020909		

Priority Applications (No Type Date): US 20012743 A 20011102
Patent Details:

Patent No	Kind Lan Pg	Main IPC	Filing Notes
WO 200338708	A2 E 40	G06F-017/60	

      Designated States (National): JP
      Designated States (Regional): DE FR GB IT NL SE

US 20030088451	A1	G06F-017/60	
EP 1419469	A2 E	G06F-017/60	Based on patent WO 200338708

      Designated States (Regional): DE FR GB IT NL SE

JP 2005507529	W 57	G06F-017/60	Based on patent WO 200338708

Abstract (Basic): WO 200338708 A2
      NOVELTY - System comprises a service information portal section
   (10) providing web pages as an information input and output interface,
   a knowledge base section (16) storing claim reports and solutions

answered by engineers, and a **claim   handling** section (14)
registering new claim reports in the knowledge base section with the
claim title structured as definition information from a client web
page. This section determines the engineer to take charge of the
supporting task for preparing a solution based on the ranks of
importance of supporting tasks already assigned to engineers of the
division in charge. It also has a supporting task table holding records
of engineers as numeric values by combining the ranks and progress with
a weighting, plus a section for selecting engineers.
    DETAILED DESCRIPTION - There is an INDEPENDENT CLAIM for a computer
program for a **technical   support** system server.
    USE - System is for providing **technical   support** to claims for
manufacturer products acquired through a worldwide technical service
network.
    ADVANTAGE - System solves claims relating to products quickly.
    DESCRIPTION OF DRAWING(S) - The figure shows the structure of a
technical   support system
    reporting section (10)
    management information system (12)
     claim   handling section (14)
    knowledge base section (16)
    master database section (18)
    data warehouse section (20)
    communication interface (22)
    client terminals (24)
    Internet (26)
    pp; 40 DwgNo 2/13
Title Terms: TECHNICAL; SUPPORT; SYSTEM; CLAIM; HANDLE; SECTION; REGISTER;
  NEW; CLAIM; REPORT; DETERMINE; ENGINEERING; CHARGE; SUPPORT; TASK
Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

 3/5/4   (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014855981   **Image available**
WPI Acc No: 2002-676687/200273
XRPX Acc No: N02-534943
   Technical   support **system for marketing of products, registers new
  claim report in knowledge base and manages report as unsolved claim
  requiring answer from engineer**
Patent Assignee: TOSHIBA TEC KK (TOSH-N); TOKYO ELECTRIC CO LTD (TODK);
  NOZAKI M (NOZA-I); UENO T (UENO-I)
Inventor: NOZAKI M; **UENO T**
Number of Countries: 028 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 1244057	A2	20020925	EP 2001115612	A	20010703	200273	B
US 20020138315	A1	20020926	US 2001813209	A	20010320	200273	
JP 2002279097	A	20020927	JP 2001191799	A	20010625	200279	

Priority Applications (No Type Date): US 2001813209 A 20010320
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1244057	A2	E	20	G06N-005/04	

    Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
    LI LT LU LV MC MK NL PT RO SE SI TR

US 20020138315 A1   G06F-017/60
JP 2002279097 A   13 G06F-017/60

Abstract (Basic): EP 1244057 A2
     NOVELTY .- A **claim   handling** unit (14) registers a new claim
report in a knowledge base (16). The claim report has a title
structured as a combination of specific items of definition information
based on claim content input to client web page. The handling unit
manages claim report as an unsolved claim requiring an answer from
engineer.
     DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for
technical   support method.
     USE - For providing **technical   support** to claims of the
manufacturer's products acquired through worldwide technical service
network, for marketing to sell products to end-users such as
distributors and dealers and for service of products.
     ADVANTAGE - As the claim report can be registered and managed as an
unsolved claim requiring answer from engineer, the determination
whether a solution for the claim report has been obtained, is performed
by a high-precision search. So an answer from the engineer is not
required, if the solution is formed by the search, thereby obtaining
quick solution for the claim.
     DESCRIPTION OF DRAWING(S) - The figure shows the structure of the
technical   support system.
     Handling unit (14)
     Knowledge base (16)
     pp; 20 DwgNo 2/15
Title Terms: TECHNICAL; SUPPORT; SYSTEM; MARKET; PRODUCT; REGISTER; NEW;
  CLAIM; REPORT; BASE; MANAGE; REPORT; CLAIM; REQUIRE; ANSWER; ENGINEERING
Derwent Class: T01
International Patent Class (Main): **G06F-017/60** ; G06N-005/04
International Patent Class (Additional): G06F-017/30
File Segment: EPI

 3/5/5   (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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07410587 · **Image available**
 TECHNICAL   SUPPORT SYSTEM, **TECHNICAL   SUPPORT** METHOD AND RECORDING
MEDIUM FOR **TECHNICAL   SUPPORT** PROGRAM

PUB. NO.:   2002-279097 [JP 2002279097 A]
PUBLISHED: September 27, 2002 (20020927)
INVENTOR(s):   NOZAKI MINEO
               UENO TOSHIO
APPLICANT(s): TOSHIBA TEC CORP
APPL. NO.:   2001-191799 [JP 2001191799]
FILED: June 25, 2001 (20010625)
PRIORITY: 01 813209 [US 2001813209], US (United States of America),
               March 20, 2001 (20010320)
INTL CLASS: **G06F-017/60** ; G06F-017/30

ABSTRACT

PROBLEM TO BE SOLVED: To rapidly solve a claim for a product.

SOLUTION: The **technical   support** system is provided with a service
information portal part 10 for providing a web page as an information

input/output interface and a knowledge base part 16 for storing various
claim reports and solutions answered by an engineer with respect to the
claim reports. The system is especially provided with a **claim handling**
part 14 for registering in the knowledge base part 16 a new claim report in
which at least a claim title is structured as a combination of prescribed
items of definition information based on claim contents inputted to a
customer web page, and managing the new claim report as an unsolved claim
which requires an answer from the engineer.

 3/5/6   (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

01599977
 TECHNICAL   SUPPORT **SYSTEM**
 TECHNISCHES KUNDENDIENSTSYSTEM
 SYSTEME DE SUPPORT TECHNIQUE
PATENT ASSIGNEE:
   Toshiba Tec Kabushiki Kaisha, (2633500), 1-1, Kanda Nishiki-cho,
     Chiyoda-ku, Tokyo, 101-8442, (JP), (Applicant designated States: all)
INVENTOR:
   UENO, Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP
LEGAL REPRESENTATIVE:
   Fuchs Mehler Weiss & Fritzsche (100496), Patentanwalte Postfach 46 60,
     65036 Wiesbaden, (DE)
PATENT (CC, No, Kind, Date): EP 1428161 A1 040616 (Basic)
                              WO 2003038707   030508
APPLICATION (CC, No, Date):   EP 2002770187 020909; WO 2002JP9166 020909
PRIORITY (CC, No, Date): US 2744 011102
DESIGNATED STATES: DE; FR; GB; IT; NL; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **G06F-017/60**
NOTE:
   No A-document published by EPO
LEGAL STATUS (Type, Pub Date, Kind, Text):
 Application: 030702 A2 International application. (Art. 158(1))
 Application: 030702 A2 International application entering European
                           phase
 Application: 040616 A1 Published application with search report
 Examination: 040616 A1 Date of request for examination: 20040310
LANGUAGE (Publication,Procedural,Application): English; English; English

 3/5/7   (Item 2 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

01599861
 TECHNICAL   SUPPORT **SYSTEM**
 GERAT FUR TECHNISCHE ASSISTENZ
 SYSTEME D'ASSISTANCE TECHNIQUE
PATENT ASSIGNEE:
   Toshiba Tec Kabushiki Kaisha, (1860484), 1-1, Kanda Nishiki-cho,
     Chiyoda-ku, Tokyo 101-8442, (JP), (Applicant designated States: all)
INVENTOR:
   UENO, Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP
LEGAL REPRESENTATIVE:

    Fuchs Mehler Weiss & Fritzsche (100491), Patentanwalte, Sohnleinstrasse 5
    , 65201 Wiesbaden, (DE)
PATENT (CC, No, Kind, Date):   EP 1419469 A2 040519 (Basic)
                               WO 2003038708 030508
APPLICATION (CC, No, Date):   EP 2002765459 020909; WO 2002JP9167 020909
PRIORITY (CC, No, Date): US 2743 011102
DESIGNATED STATES: DE; FR; GB; IT; NL; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **G06F-017/60**
NOTE:
   No A-document published by EPO
LEGAL STATUS (Type, Pub Date, Kind, Text):
 Application: 030702 A2 International application. (Art. 158(1))
 Application: 030702 A2 International application entering European
                             phase
 Application: 040519 A2 Published application without search report
 Examination: 040519 A2 Date of request for examination: 20040320
LANGUAGE (Publication,Procedural,Application): English; English; English

   3/5/8   (Item 3 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

01599815
 TECHNICAL   SUPPORT **SYSTEM**
SYSTEM ZUR TECHNISCHEN UNTERSTUTZUNG
SYSTEME D'ASSISTANCE TECHNIQUE
PATENT ASSIGNEE:
   Toshiba Tec Kabushiki Kaisha, (2633500), 1-1, Kanda Nishiki-cho,
     Chiyoda-ku, Tokyo, 101-8442, (JP), (Applicant designated States: all)
INVENTOR:
   UENO, Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP
LEGAL REPRESENTATIVE:
   Fuchs Mehler Weiss & Fritzsche (100496), Patentanwalte Postfach 46 60,
     65036 Wiesbaden, (DE)
PATENT (CC, No, Kind, Date):   EP 1417621 A1 040512 (Basic)
                               WO 2003038709 030508
APPLICATION (CC, No, Date):   EP 2002760817 020909; WO 2002JP9168 020909
PRIORITY (CC, No, Date): US 2745 011102
DESIGNATED STATES: DE; FR; GB; IT; NL; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **G06F-017/60**
NOTE:
   No A-document published by EPO
LEGAL STATUS (Type, Pub Date, Kind, Text):
 Application: 030702 A2 International application. (Art. 158(1))
 Application: 030702 A2 International application entering European
                             phase
 Application: 040512 A1 Published application with search report
 Examination: 040512 A1 Date of request for examination: 20040310
LANGUAGE (Publication,Procedural,Application): English; English; English

   3/5/9   (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01009620
 TECHNICAL   SUPPORT **SYSTEM**

SYSTEME D'ASSISTANCE TECHNIQUE
Patent Applicant/Assignee:
   TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo
      101-8442, JP, JP (Residence), JP (Nationality)
Inventor(s):
   UENO Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP
Legal Representative:
   SUZUYE Takehiko (et al) (agent), c/o SUZUYE & SUZUYE, 7-2, Kasumigaseki
      3-chome, Chiyoda-ku, Tokyo 100-0013, JP,
Patent and Priority Information (Country, Number, Date):
   Patent: WO 200338709 A2 20030508 (WO 0338709)
   Application: WO 2002JP9168 20020909 (PCT/WO JP0209168)
   Priority Application: US 20012745 20011102
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
   JP
   (EP) DE FR GB IT NL SE
Main International Patent Class: **G06F-017/60**
Publication Language: English
Filing Language: English
Fulltext Availability:
   Detailed Description
   Claims
Fulltext Word Count: 5676

English Abstract

French Abstract

Legal Status (Type, Date, Text)
Publication 20030508 A2 With declaration under Article 17(2)(a); without
                        abstract; title not checked by the International
                        Searching Authority.
Examination   20030807 Request for preliminary examination prior to end of
                        19th month from priority date

 3/5/10   (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01009619
 TECHNICAL   SUPPORT **SYSTEM**
SYSTEME DE SUPPORT TECHNIQUE
Patent Applicant/Assignee:
   TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo
      101-8442, JP, JP (Residence), JP (Nationality)
Inventor(s):
   UENO Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP
Legal Representative:
   SUZUYE Takehiko (et al) (agent), c/o SUZUYE & SUZUYE, 7-2, Kasumigaseki
      3-chome, Chiyoda-ku, Tokyo 100-0013, JP,
Patent and Priority Information (Country, Number, Date):
   Patent: WO 200338707 A2 20030508 (WO 0338707)
   Application: WO 2002JP9166 20020909 (PCT/WO JP0209166)
   Priority Application: US 20012744 20011102
Designated States:
(Protection type is "patent" unless otherwise stated - for applications

prior to 2004)
  JP
  (EP) DE FR GB IT NL SE
Main International Patent Class: **G06F-017/60**
Publication Language: English
Filing Language: English
Fulltext Availability:
  Detailed Description
  Claims
Fulltext Word Count: 5719

English Abstract

French Abstract

Legal Status (Type, Date, Text)
Publication 20030508 A2 With declaration under Article 17(2)(a); without
                        abstract; title not checked by the International
                        Searching Authority.

 3/5/11   (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01008712   **Image available**
**METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN
    HARDWARE VIA REMOTE MAITENANCE MANAGEMENT**
PROCEDE, SYSTEME ET PRODUIT LOGICIEL RESOLVANT UN CHANGEMENT DE MATERIEL
Patent Applicant/Assignee:
  TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo
    101-8442, JP, JP (Residence), JP (Nationality)
Inventor(s):
  UENO Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP
Legal Representative:
  SUZUYE Takehiko (et al) (agent), c/o SUZUYE & SUZUYE, 7-2, Kasumigaseki
    3-chome, Chiyoda-ku, Tokyo 100-0013, JP,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200338710 A2-A3 20030508 (WO 0338710)
  Application: WO 2002JP9169 20020909 (PCT/WO JP0209169)
  Priority Application: US 20012772 20011102
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  JP
  (EP) DE FR GB IT NL SE
Main International Patent Class: **G06F-017/60**
International Patent Class: H04L-012/24; H04L-012/26; G06F-011/07
Publication Language: English
Filing Language: English
Fulltext Availability:
  Detailed Description
  Claims
Fulltext Word Count: 2629

English Abstract
  A method for coping a change in hardware accesses a product of a user
  through a network and acquires information on the product of the user. It
  further acquires information on a part to be changed, and generates

information on a product that requires change of a part from the acquired
information on the product of the user and information on the part to be
changed.

French Abstract
    L'invention concerne un procede de resolution d'un changement de materiel
    consistant a acceder au produit d'un utilisateur, via un reseau, et a
    obtenir l'information concernant le produit de l'utilisateur. En outre,
    le procede fait l'acquisition d'information dont une partie doit etre
    changee, et genere, a partir de cette information, une information sur le
    produit comprenant une partie a changer, ainsi qu'une information sur la
    partie a changer.

Legal Status (Type, Date, Text)
Publication   20030508 A2 Without international search report and to be
                          republished upon receipt of that report.
Search Rpt   20031030 Late publication of international search report
Republication 20031030 A3 With international search report.
Republication 20031030 A3 Before the expiration of the time limit for
                          amending the claims and to be republished in the
                          event of the receipt of amendments.

   3/5/12   (Item 4 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01008711   **Image available**
 TECHNICAL   SUPPORT **SYSTEM** TECHNICAL   SUPPORT **SYSTEM**
SYSTEME D'ASSISTANCE TECHNIQUE
Patent Applicant/Assignee:
  TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo
    101-8442, JP, JP (Residence), JP (Nationality)
Inventor(s):
  UENO Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP
Legal Representative:
  SUZUYE Takehiko (et al) (agent), SUZUYE & SUZUYE, 7-2, Kasumigaseki
    3-chome, Chiyoda-ku, Tokyo 100-0013, JP,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200338708 A2 20030508 (WO 0338708)
  Application: WO 2002JP9167 20020909 (PCT/WO JP0209167)
  Priority Application: US 20012743 20011102
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  JP
  (EP) DE FR GB IT NL SE
Main International Patent Class: **G06F-017/60**
Publication Language: English
Filing Language: English
Fulltext Availability:
  Detailed Description
  Claims
Fulltext Word Count: 6731

English Abstract

French Abstract
  L'invention concerne un systeme d'assistance technique comprenant une
  section SIP fournissant des pages Web comme interface d'entree et de

sortie d'informations, une section KB permettant de stocker une pluralite
de rapports de reclamations et de solutions associees a ces rapports,
ainsi qu'une section CH servant a enregistrer dans la section KB un
nouveau rapport de reclamation dans lequel au moins un titre de
reclamation est structure en une combinaison d'elements predetermines
d'informations de definition sur la base d'une entree de contenu de
reclamation dans une page Web client, le nouveau rapport de reclamation
enregistre etant gere comme une reclamation non resolue necessitant une
reponse de l'ingenieur. Plus particulierement, la section CH est concue
pour designer un ingenieur pour la prise en charge d'une operation
d'assistance en vue d'obtenir une solution a ce nouveau rapport de
reclamation, sur la base des degres d'importance des operations
d'assistance deja attribuees aux ingenieurs d'une division en charge, et
de l'etat d'avancement de ces operations d'assistance.

Legal Status (Type, Date, Text)
Publication   20030508 A2 Without international search report and to be
                         republished upon receipt of that report.
Declaration   20031113 Late publication under Article 17.2a
Republication 20031113 A2 With declaration under Article 17(2)(a); without
                         abstract; title not checked by the International
                         Searching Authority.

```
Set      Items    Description
S1        6594    AU=(UENO, T? OR UENO T?)
S2          92    S1 AND IC=G06F-017/60
S3          12    S2 AND ((TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE
                  OR SOFTWARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR -
                  HELP? OR ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? -
                  OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAI-
                  MS)()HANDL? )
S4      593605    CO=TOSHIBA?
S5      596197    PA=TOSHIBA?
S6      596204    S4 OR S5
S7          24    S2 AND S6
S8          12    S7 NOT S3
File 350:Derwent WPIX 1963-2005/UD,UM &UP=200582
         (c) 2005  Thomson Derwent
File 344:Chinese Patents Abs Aug 1985-2005/May
         (c) 2005 European Patent Office
File 347:JAPIO Nov 1976-2005/Jul(Updated 051102)
         (c) 2005 JPO & JAPIO
File 348:EUROPEAN PATENTS 1978-2005/Dec W04
         (c) 2005 European Patent Office
File 349:PCT FULLTEXT 1979-2005/UB=20051229,UT=20051222
         (c) 2005 WIPO/Univentio
```

all but 1 by your inventor

8/5/1   (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2005 Thomson Derwent. All rts. reserv.

015534971   **Image available**
WPI Acc No: 2003-597121/200356
XRPX Acc No: N03-475866
  **Complaint-report issuing system for products e.g. copying machines, has
  report- issuing section that issues complaint report to host center on
  basis of points totaled by calculation section and preset point range**
Patent Assignee: TOKYO ELECTRIC CO LTD (TODK); **TOSHIBA** TEC KK (TOSH-N
Inventor: **UENO T**
Number of Countries: 002 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20030088454	A1	20030508	US 20012742	A	20011102	200356	B
JP 2003141284	A	20030516	JP 2002278023	A	20020924	200356	

Priority Applications (No Type Date): US 20012742 A 20011102
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030088454	A1		14	G06F-017/60	
JP 2003141284	A		8	G06F-017/60	

Abstract (Basic): US 20030088454 A1
      NOVELTY - The system has a master database section (11) to hold
  sales product information and its report. A calculation section (14)
  periodically determines total points for analysis-determination items
  on the basis of a result obtained by analyzing the product information,
  and a preset range to issue a complaint report to a host center by a
  complaint-report-issuing section (16).
      DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the
  following:
      (a) a complaint-report issuing method
      (b) a computer program product for complaint-report issue.
      USE - Used for issuing complaint-reports for consumer products e.g.
  copying machines and facsimile apparatuses.
      ADVANTAGE - The complaint-report issuing section issues report that
  satisfy a predetermined condition to be sent to a technical service
  department as complaint reports rather than sending all reports as
  complaint report.
      DESCRIPTION OF DRAWING(S) - The drawing shows the block diagram of
  a complaint-report issuing system.
      Master database (11)
      Point calculation section (14)
      Complaint-report issuing section. (16)
      pp; 14 DwgNo 2/14
Title Terms: COMPLAINTS; REPORT; ISSUE; SYSTEM; PRODUCT; COPY; MACHINE;
  REPORT; ISSUE; SECTION; ISSUE; COMPLAINTS; REPORT; HOST; BASIS; POINT;
  CALCULATE; SECTION; PRESET; POINT; RANGE
Derwent Class: S06; T01; W02
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

8/5/2   (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2005 Thomson Derwent. All rts. reserv.

015534970   **Image available**
WPI Acc No: 2003-597120/200356

XRPX Acc No: N03-475865
  **Rank assignment system for product complaints, has rank assignment
  section that assigns rank to product complaints on basis of points
  totaled by point calculation section and preset point range**
Patent Assignee: TOKYO ELECTRIC CO LTD (TODK);   **TOSHIBA** TEC KK (TOSH-N
Inventor: **UENO T**
Number of Countries: 002   Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20030088453	A1	20030508	US 20012740	A	20011102	200356	B
JP 2003162597	A	20030606	JP 2002278024	A	20020924	200356	

Priority Applications (No Type Date): US 20012740 A 20011102
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030088453	A1		14	G06F-017/60	
JP 2003162597	A		9	G06F-017/60	

Abstract (Basic): US 20030088453 A1
    NOVELTY - The system has a service information portal section (11)
to receive a complaint from a web page that acts as an input/output
interface and a master database section (15) to hold sales product
information. A calculation section (17) finds total points of each
analysis-determination item based on product information and preset
range to assign a rank to the complaint by a rank assignment section
(19).
    DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for
the following:
    (a) a rank assignment method
    (b) a computer program product for rank assignment.
    USE - Used for technical services such as maintenance and repair of
sales product e.g. copying machines and facsimile apparatuses.
    ADVANTAGE - The rank assignment section of the system enables to
prioritize the product complaints according to the severity of the
complaints.
    DESCRIPTION OF DRAWING(S) - The drawing shows the block diagram
explaining the configuration of a rank assignment system and a network
connected to the system.
    information portal section (11)
    Master database section (15)
    Point calculation section (17)
    Rank assignment section. (19)
    pp; 14 DwgNo 2/14
Title Terms: RANK; ASSIGN; SYSTEM; PRODUCT; COMPLAINTS; RANK; ASSIGN;
  SECTION; ASSIGN; RANK; PRODUCT; COMPLAINTS; BASIS; POINT; POINT;
  CALCULATE; SECTION; PRESET; POINT; RANGE
Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

 8/5/3   (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2005 Thomson Derwent. All rts. reserv.

015342634   **Image available**
WPI Acc No: 2003-403572/200338
XRPX Acc No: N03-321881
  **Providing backup data using remote maintenance system by notifying
  information acquired from user product to equipment owned by person in**

charge of measures against claims
Patent Assignee: **TOSHIBA** ·TEC KK (TOSH-N
Inventor: **UENO T**
Number of Countries: 008   Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200338711	A2	20030508	WO 2002JP9170	A	20020909	200338	B
US 20030088590	A1	20030508	US 20012771	A	20011102	200345	
EP 1417622	A2	20040512	EP 2002770189	A	20020909	200431	
			WO 2002JP9170	A	20020909		
JP 2005507532	W	20050317	WO 2002JP9170	A	20020909	200520	
			JP 2003540900	A	20020909		

Priority Applications (No Type Date): US 20012771 A 20011102
Patent Details:

Patent No   Kind Lan Pg   Main IPC   Filing Notes
WO 200338711 A2 E   14 G06F-017/60
    Designated States (National): JP
    Designated States (Regional): DE FR GB IT NL SE
US 20030088590 A1   G06F-012/00
EP 1417622   A2 E   G06F-017/60   Based on patent WO 200338711
    Designated States (Regional): DE FR GB IT NL SE
JP 2005507532 W   27 G05B-023/02   Based on patent WO 200338711

Abstract (Basic): WO 200338711 A2
      NOVELTY - Method consists in acquiring claim information,
   generating the necessary backup data item and accessing the user
   product through a network to acquire user product information
   corresponding to the backup data item. The information is then notified
   to equipment owned by a person in charge of measures against claims.
   The product can be the same model for another user as the product that
   is the subject of the claim.
      DETAILED DESCRIPTION - There is an INDEPENDENT CLAIM for a system
   for providing backup data using a remote maintenance system.
      USE - Method is for providing backup data for maintenance
   applications.
      DESCRIPTION OF DRAWING(S) - The figure shows a flowchart of
   hardware change support.
      pp; 14 DwgNo 3/5
Title Terms: DATA; REMOTE; MAINTAIN; SYSTEM; NOTIFICATION; INFORMATION;
  ACQUIRE; USER; PRODUCT; EQUIPMENT; PERSON; CHARGE; MEASURE; CLAIM
Derwent Class: T01
International Patent Class (Main): G05B-023/02; G06F-012/00; **G06F-017/60**
File Segment: EPI

  8/5/4   (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2005 Thomson Derwent. All rts. reserv.

015342633   **Image available**
WPI Acc No: 2003-403571/200338
XRPX Acc No: N03-321880
  **Coping with change in hardware by notifying information on product
  requiring change of part to equipment owned by person in charge**
Patent Assignee: **TOSHIBA** TEC KK (TOSH-N
Inventor: **UENO T**
Number of Countries: 008 Number of Patents: 004
Patent Family:
Patent No   Kind   Date   Applicat No   Kind · Date   Week

WO 200338710	A2	20030508	WO 2002JP9169	A	20020909	200338	B
US 20030088330	A1	20030508	US 20012772	A	20011102	200345	
EP 1449134	A2	20040825	EP 2002770188	A	20020909	200456	
			WO 2002JP9169	A	20020909		
JP 2005507531	W	20050317	WO 2002JP9169	A	20020909	200520	
			JP 2003540899	A	20020909		

Priority Applications (No Type Date): US 20012772 A 20011102
Patent Details:
Patent No   Kind Lan Pg   Main IPC   Filing Notes
WO 200338710 A2 E 15 G06F-017/60
    Designated States (National): JP
    Designated States (Regional): DE FR GB IT NL SE
US 20030088330 A1   G06F-019/00
EP 1449134   A2 E   G06F-017/60   Based on patent WO 200338710
    Designated States (Regional): DE FR GB IT NL SE
JP 2005507531 W   27 G06F-017/60   Based on patent WO 200338710

Abstract (Basic): WO 200338710 A2
        NOVELTY - Method consists in accessing the user product through a
network, acquiring information on the product and part to be changed,
generating and notifying the information, and calculating the number of
parts to be changed.
        DETAILED DESCRIPTION - There are INDEPENDENT CLAIMS for:
        (1) A system for coping with a change in hardware
        (2) A computer program for coping with a change in hardware
        USE - Method is for coping with a change in hardware using remote
maintenance management.
        ADVANTAGE - Method enables specification of the user product that
requires part change and notifies a serviceman of the part change by
using a network or a remote maintenance system. It also enables
calculation of the number of parts that require changing and ordering
of replacements.
        DESCRIPTION OF DRAWING(S) - The figure shows a flowchart of coping
with a change in hardware.
        pp; 15 DwgNo 4/4
Title Terms: COPING; CHANGE; HARDWARE; NOTIFICATION; INFORMATION; PRODUCT;
   REQUIRE; CHANGE; PART; EQUIPMENT; PERSON; CHARGE
Derwent Class: T01
International Patent Class (Main): **G06F-017/60** ; G06F-019/00
File Segment: EPI

 8/5/5   (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2005 JPO & JAPIO. All rts. reserv.

07668737   **Image available**
RANK   ASSIGNMENT   SYSTEM,   RANK   ASSIGNMENT   METHOD   AND   RANK   ASSIGNMENT
PROCESSING PROGRAM

PUB. NO.:   2003-162597 [JP 2003162597 A]
PUBLISHED: June 06, 2003 (20030606)
INVENTOR(s):   **UENO TOSHIO**
APPLICANT(s): **TOSHIBA** TEC CORP
APPL. NO.:   2002-278024 [JP 2002278024]
FILED: September 24, 2002 (20020924)
PRIORITY: 01 002740 [US 20012740], US (United States of America),
               November 02, 2001 (20011102)
INTL CLASS: **G06F-017/60**

ABSTRACT

PROBLEM TO BE SOLVED: To assign a rank for appropriately indicating importance to a claim report in order to determine priority for dealing with a claim.

SOLUTION: A rank assignment system 1 provides a terminal devices 3 connected to the Internet with Web pages using a SIP part 11, receives a claim from the Web pages, using a PC part 17, for every analytical judgement item for analyzing and judging the claim received, calculates a point based on a result obtained by analyzing stored product information on a sold product and a predetermined condition for the result, adds up the point for each of the analytical judgment items, and, using a PRC part 20, based on the range of totalized point and a point to which a predetermined rank is assigned, assigns a rank to the claim.

8/5/6   (Item 2 from file: 347)

07657006   **Image available**
CONTENT MANAGEMENT SYSTEM

PUB. NO.:   2003-150864 [JP 2003150864 A]
PUBLISHED: May 23, 2003 (20030523)
INVENTOR(s):   MATSUSHITA KEIKO
                YAMAGUCHI SHINICHI
                NAKAJIMA KOJI
                MIYAGAWA SATOSHI
                UENO TOMOKO
                KONDO KEIKO
APPLICANT(s):   **TOSHIBA** CORP
APPL. NO.:   2001-349284 [JP 2001349284]
FILED: November 14, 2001 (20011114)
INTL CLASS: **G06F-017/60**

ABSTRACT

PROBLEM TO BE SOLVED: To automatically calculate a content use charge, clarify the content use charge and promote the use of contents.
SOLUTION: This content management system managing contents such as images and voices and utilizing the contents is provided with a database 11 registering each object such as an image and a voice composing the content with ranking, an object disassembling means 18 disassembling the designated content in each object, and a charge calculating means 19 calculating the content use charge for each object of the disassembled content with referring to a content registering means.

8/5/7   (Item 3 from file: 347)

07647429   **Image available**
SYSTEM AND METHOD FOR ISSUING CLAIM REPORT AND CLAIM REPORT ISSUING PROCESSING PROGRAM

ABSTRACT

PROBLEM TO BE SOLVED: To issue claim reports to a technical service head
office when the claim reports arrive at a fixed condition in a local
corporation.

SOLUTION: Product information about sold products and reports without
solutions are stored in a master data storing part 11, a point calculating
part 14 calculates points on the basis of results obtained by analyzing the
product information and a preset condition for analysis results for every
analysis decision item in which the reports are periodically analyzed and
decided and also totals points for every analysis decision item, and a
claim repot issuing part 16 issues claim reports to a computer system of
the technical service head office from a computer system of the local
corporation on the basis of the points and a preset point range for issuing
claim reports.

 8/5/8   (Item 4 from file: 347)

07647418   **Image available**
HOTEL SYSTEM, SERVER TO BE USED FOR THE SYSTEM, PERSONAL COMPUTER AND
PRINTER FOR RENT, AND COMPUTER-READABLE RECORDING MEDIUM

ABSTRACT

PROBLEM TO BE SOLVED: To offer sufficient service for lodgers and to
protect information.
SOLUTION: In this hotel system constituted by connecting a communication
line 4 wired in a lodging room 2, a personal computer 7 for rent arranged
in a business room 3 and a server 10 via a LAN 1, when the information is
received from a customer terminal 5 connected with the communication line,
the server adds security by a room key code to it and stores it in an
internal memory and when a takeout request of the information is issued

from the personal computer, transmits applicable information to the
personal computer after judging the propriety of the room key code. The
personal computer fetches the room key code, starts an application program
in a set language, in addition, starts an application program in a language
different from the one set by selection, adds the room key code to the
server and performs a fetch request of the information.

 8/5/9   (Item 5 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2005 JPO & JAPIO. All rts. reserv.

07400230   **Image available**
PLANT MONITOR CONTROLLER

PUB. NO.:   2002-268732 [JP 2002268732 A]
PUBLISHED: September 20, 2002 (20020920)
INVENTOR(s):   SAWA TOMOHIKO
               UENO TAKASHI
APPLICANT(s): **TOSHIBA** CORP
APPL. NO.:   2001-071346 [JP 200171346]
FILED: March 14, 2001 (20010314)
INTL CLASS: G05B-023/02; **G06F-017/60** ; H04Q-009/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide a plant monitor controller capable of
facilitating countermeasures prior to the generation of any failure in
plant equipment by calculating a checking or exchanging period by fetching
the information of the plant equipment all the time.

SOLUTION: The information of plant equipment is fetched all the time so
that a checking or exchanging period can be calculated. Thus, it is
possible to facilitate countermeasures prior to the generation of any
failure in the plant equipment.

 8/5/10   (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

01599979
**METHOD AND SYSTEM FOR PROVIDING BACKGROUND DATA FOR USE IN STUDYING
     MAINTENANCE CLAIMS**
**VERFAHREN UND SYSTEM, UM HINTERGRUNDDATEN ZUR UNTERSUCHUNG VON
     WARTUNGSANFORDERUNGEN BEREITZUSTELLEN**
**PROCEDE ET SYSTEME DE MISE EN PLACE DE DONNEES D'ARCHIVAGE DESTINEES A
     L'ETUDE DE REVENDICATIONS**
PATENT ASSIGNEE:
   Toshiba Tec Kabushiki Kaisha, (2633500), 1-1, Kanda Nishiki-cho,
   Chiyoda-ku, Tokyo, 101-8442, (JP), (Applicant designated States: all
INVENTOR:
   UENO, Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP
LEGAL REPRESENTATIVE:
   Fuchs Mehler Weiss & Fritzsche (100495), Patentanwalte Sohnleinstrasse 8,
     65201 Wiesbaden, (DE)

PATENT (CC, No, Kind, Date):   EP 1417622 A2 040512 (Basic)
                               WO 2003038711 030508
APPLICATION (CC, No, Date):   EP 2002770189 020909; WO 2002JP9170 020909
PRIORITY (CC, No, Date): US 2771 011102
DESIGNATED STATES: DE; FR; GB; IT; NL; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **G06F-017/60**
NOTE:
  No A-document published by EPO
LEGAL STATUS (Type, Pub Date, Kind, Text):
 Application: 030702 A2 International application. (Art. 158(1))
 Application: 030702 A2 International application entering European
                              phase
 Application: 040512 A2 Published application without search report
 Examination: 040512 A2 Date of request for examination: 20040310
 Examination: 040714 A2 Date of dispatch of the first examination
                              report: 20040528
LANGUAGE (Publication,Procedural,Application): English; English; English

  8/5/11   (Item 2 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2005 European Patent Office. All rts. reserv.

01599978
**METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN
     HARDWARE**
**VERFAHREN, SYSTEM UND COMPUTERPROGRAMMPRODUKT ZUM FERTIGWERDEN MIT DEN
     ANDERUNGEN AN HARDWARE**
PROCEDE, SYSTEME ET PRODUIT LOGICIEL RESOLVANT UN CHANGEMENT DE MATERIEL
PATENT ASSIGNEE:
    Toshiba Tec Kabushiki Kaisha, (2633500), 1-1, Kanda Nishiki-cho,
    Chiyoda-ku, Tokyo, 101-8442, (JP), (Applicant designated States: all
INVENTOR:
    UENO, Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, (JP
LEGAL REPRESENTATIVE:
  Fuchs Mehler Weiss & Fritzsche (100495), Patentanwalte Sohnleinstrasse 8,
     65201 Wiesbaden, (DE)
PATENT (CC, No, Kind, Date):   EP 1449134 A2 040825 (Basic)
                               EP 1449134 A2 040825
                               WO 2003038710 030508
APPLICATION (CC, No, Date):   EP 2002770188 020909; WO 2002JP9169 020909
PRIORITY (CC, No, Date): US 2772 011102
DESIGNATED STATES: DE; FR; GB; IT; NL; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **G06F-017/60**
CITED PATENTS (WO A): US 6000832 A ; US 5495533 A ; US 4995082 A ; US
   6029890 A ; US 6317838 B1; US 6076069 A ; US 5657388 A
NOTE:
  No A-document published by EPO
LEGAL STATUS (Type, Pub Date, Kind, Text):
 Application: 030702 A2 International application. (Art. 158(1))
 Application: 030702 A2 International application entering European
                              phase
 Application: 040825 A2 Published application without search report
 Examination: 040825 A2 Date of request for examination: 20040310
 Application: 040825 A2 Published application without search report
 Examination: 040825 A2 Date of request for examination: 20040310
 Examination: 050105 A2 Date of dispatch of the first examination
                              report: 20041119

LANGUAGE (Publication,Procedural,Application): English; English; English

 8/5/12   (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01008713   **Image available**
METHOD AND SYSTEM FOR PROVIDING BACKUP DATA FOR STUDYING PRODUCT FAILURES
    VIA A REMOTE MAINTENANCE SERVICE
PROCEDE ET SYSTEME DE MISE EN PLACE DE DONNEES D'ARCHIVAGE DESTINEES A
    L'ETUDE DE REVENDICATIONS
Patent Applicant/Assignee:
  TOSHIBA TEC KABUSHIKI KAISHA, 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo
    101-8442, JP, JP (Residence), JP (Nationality
Inventor(s):
  UENO Toshio , 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP
Legal Representative:
  SUZUYE Takehiko (et al) (agent), c/o SUZUYE & SUZUYE, 7-2, Kasumigaseki
    3-chome, Chiyoda-ku, Tokyo 100-0013, JP,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200338711 A2-A3 20030508 (WO 0338711)
  Application: WO 2002JP9170 20020909 (PCT/WO JP0209170)
  Priority Application: US 20012771 20011102
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  JP
  (EP) DE FR GB IT NL SE
Main International Patent Class: **G06F-017/60**
International Patent Class: H04L-012/24; H04L-012/26; G06F-011/07;
  G03G-015/00
Publication Language: English
Filing Language: English
Fulltext Availability:
  Detailed Description
  Claims
Fulltext Word Count: 2490

English Abstract
  A method for providing backup data utilizing a remote maintenance system
  acquires claim information and generates a necessary backup data item
  from the claim information. Further, it accesses a product of a user
  through a network and acquires information corresponding to the backup
  data item from the product of the user.

French Abstract
  L'invention concerne un procede de mise en oeuvre de donnees d'archivage
  au moyen d'un systeme de maintenance distant consistant a acquerir une
  information de revendication et a produire un article de donnees
  d'archivage necessaires concernant l'information de revendication. Il
  consiste, en outre, a acceder a un produit utilisateur, via un reseau, et
  a acquerir, a partir du produit utilisateur, l'information correspondant
  a l'article des donnees d'archivage.

Legal Status (Type, Date, Text)
Publication 20030508 A2 Without international search report and to be
                        republished upon receipt of that report.
Search Rpt   20031030 Late publication of international search report
Republication 20031030 A3 With international search report.
Republication 20031030 A3 Before the expiration of the time limit for

amending the claims and to be republished in the
event of the receipt of amendments.

```
Set      Items    Description
S1        6275    AU=(UENO, T? OR UENO T?)
S2           5    S1 AND ((TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE
                  OR SOFTWARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR -
                  HELP? OR ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? -
                  OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAI-
                  MS)()HANDL? )
S3           2    RD  (unique items)
File    2:INSPEC 1898-2005/Dec W2
          (c) 2005 Institution of Electrical Engineers
File   35:Dissertation Abs Online 1861-2005/Dec
          (c) 2005 ProQuest Info&Learning
File   65:Inside Conferences 1993-2006/Jan W1
          (c) 2006 BLDSC all rts. reserv.
File   99:Wilson Appl. Sci & Tech Abs 1983-2005/Oct
          (c) 2005 The HW Wilson Co.
File  474:New York Times Abs 1969-2006/Jan 03
          (c) 2006 The New York Times
File  475:Wall Street Journal Abs 1973-2006/Jan 03
          (c) 2006 The New York Times
File  583:Gale Group Globalbase(TM) 1986-2002/Dec 13
          (c) 2002 The Gale Group
File   15:ABI/Inform(R) 1971-2006/Jan 03
          (c) 2006 ProQuest Info&Learning
File   20:Dialog Global Reporter 1997-2006/Jan 03
          (c) 2006 Dialog
File  610:Business Wire 1999-2006/Jan 03
          (c) 2006 Business Wire.
File  810:Business Wire 1986-1999/Feb 28
          (c) 1999 Business Wire
File  476:Financial Times Fulltext 1982-2006/Jan 04
          (c) 2006 Financial Times Ltd
File  613:PR Newswire 1999-2006/Jan 03
          (c) 2006 PR Newswire Association Inc
File  813:PR Newswire 1987-1999/Apr 30
          (c) 1999 PR Newswire Association Inc
File  634:San Jose Mercury  Jun 1985-2005/Dec 31
          (c) 2006 San Jose Mercury News
File  624:McGraw-Hill Publications 1985-2006/Jan 03
          (c) 2006 McGraw-Hill Co. Inc
File    9:Business & Industry(R) Jul/1994-2005/Dec 30
          (c) 2005  The Gale Group
File  275:Gale Group Computer DB(TM) 1983-2006/Jan 03
          (c) 2006 The Gale Group
File  621:Gale Group New Prod.Annou.(R) 1985-2006/Dec 30
          (c) 2006 The Gale Group
File  636:Gale Group Newsletter DB(TM) 1987-2006/Jan 02
          (c) 2006 The Gale Group
File   16:Gale Group PROMT(R) 1990-2006/Jan 03
          (c) 2006 The Gale Group
File  160:Gale Group PROMT(R) 1972-1989
          (c) 1999 The Gale Group
File  148:Gale Group Trade & Industry DB 1976-2006/Dec 30
          (c)2006 The Gale Group
File  256:TecInfoSource 82-2005/Feb
          (c) 2005 Info.Sources Inc
File    6:NTIS 1964-2005/Dec W2
          (c) 2005 NTIS, Intl Cpyrght All Rights Res
File    7:Social SciSearch(R) 1972-2005/Dec W4
          (c) 2005 Inst for Sci Info
File    8:Ei Compendex(R) 1970-2006/Dec W4
```

3/5/1   (Item 1 from file: 2)
DIALOG(R)File   2:INSPEC

04627532   INSPEC Abstract Number: B90034568, C90037153
 Title: **Design support system for automotive electronic control systems**
  Author(s): Asano, M.; **Ueno, T.** ; Yamamoto, A.
  Author Affiliation: Nissan Motor Co., Tokyo, Japan
  Journal: International Journal of Vehicle Design   vol.11, no.1   p.
27-39
  Publication Date: 1990 Country of Publication: UK
  CODEN: IJVDDW ISSN: 0143-3369
  Language: English   Document Type: Journal Paper (JP)
  Treatment: Practical (P)
  Abstract: Presents a design support system that allows more efficient
development of electronic control systems. This support system consists of
a NOAH (Nissan Operation Aid with High-level language) controller for
automotive applications and a **software   support** environment. The
controller is built around a 68000 general-purpose microprocessor. It is
provided with many input/output ports and a firmware job manager which is
tailored for automotive control. The software management offers control
input/output   specifications,   program   execution   and   associated
documentation. Using this support system, complicated control programs can
easily be written in C language and efficiently implemented on the NOAH
controller. Another advantage is that the use of this system is not limited
to the laboratory; it can also be installed in a vehicle during the
development process. Results have verified that this system greatly
enhances the efficiency of electronic control system development. (6 Refs)
  Subfile: B C
  Descriptors: automotive electronics; control system CAD; design
engineering; software tools
  Identifiers: control system CAD; software tools; design engineering; NOAH
controller; automotive electronic control systems; design support system;
Nissan Operation Aid with High-level language; **software   support**
environment; 68000 general-purpose microprocessor; firmware job manager;
program execution; C language
  Class Codes: B0170C (Project and design engineering); B8520B (Automobile
electronics); C7420 (Control engineering); C6115 (Programming support)

3/5/2   (Item 1 from file: 94)
DIALOG(R)File   94:JICST-EPlus

04988552   JICST ACCESSION NUMBER: 01A0730725 FILE SEGMENT: JICST-E
Total Maintenance Remote Service Support System for Public Facilities.
 UENO TAKASHI (1); NAKAHARA YASUO (1); YAMAMOTO SOICHIRO (1)
(1) Fuji Electr. Co., Ltd.
Denki Gakkai Kokyo Shisetsu Kenkyukai Shiryo, 2001, VOL.PPE-01,NO.1-9,
    PAGE.27-32, FIG.7, REF.3
JOURNAL NUMBER: L0939AAC
UNIVERSAL DECIMAL CLASSIFICATION: 658.26/.29
LANGUAGE: Japanese   COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Conference Proceeding
ARTICLE TYPE: Commentary
MEDIA TYPE: Printed Publication
ABSTRACT: The main body of operation and maintenance of public facilities
    is changing to preventive maintenance and predictive maintenance from
    conventional daily inspection and corrective maintenance. A support
    system using up-to-date technology such as remote maintenance and plant
    online diagnosing system has become indispensable, including

consolidation of infrastructure such as a **support   center** having a
structure capable of meeting emergency circumstances and armed with
information, besides conventional diagnosing technology. (author abst.)
DESCRIPTORS: public facility; maintenance management; internet; remote
    monitoring; preventive maintenance; anomaly diagnosis; online system
BROADER DESCRIPTORS: facility and building; computer network; communication
    network; information network; network; monitoring; maintenance;
    diagnosis; system
CLASSIFICATION CODE(S): KB02020X

```
Set      Items    Description
S1       6275     AU=(UENO, T? OR UENO T?)
S2          5     S1 AND ((TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE
                  OR SOFTWARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR -
                  HELP? OR ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? -
                  OR CENTRE? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAI-
                  MS)()HANDL? )
S3          2     RD  (unique items)
S4          1     S1 AND TOSHIBA?
File    2:INSPEC 1898-2005/Dec W2
          (c) 2005 Institution of Electrical Engineers
File   35:Dissertation Abs Online 1861-2005/Dec
          (c) 2005 ProQuest Info&Learning
File   65:Inside Conferences 1993-2006/Jan W1
          (c) 2006 BLDSC all rts. reserv.
File   99:Wilson Appl. Sci & Tech Abs 1983-2005/Oct
          (c) 2005 The HW Wilson Co.
File  474:New York Times Abs 1969-2006/Jan 03
          (c) 2006 The New York Times
File  475:Wall Street Journal Abs 1973-2006/Jan 03
          (c) 2006 The New York Times
File  583:Gale Group Globalbase(TM) 1986-2002/Dec 13
          (c) 2002 The Gale Group
File   15:ABI/Inform(R) 1971-2006/Jan 03
          (c) 2006 ProQuest Info&Learning
File   20:Dialog Global Reporter 1997-2006/Jan 03
          (c) 2006 Dialog
File  610:Business Wire 1999-2006/Jan 03
          (c) 2006 Business Wire.
File  810:Business Wire 1986-1999/Feb 28
          (c) 1999 Business Wire
File  476:Financial Times Fulltext 1982-2006/Jan 04
          (c) 2006 Financial Times Ltd
File  613:PR Newswire 1999-2006/Jan 03
          (c) 2006 PR Newswire Association Inc
File  813:PR Newswire 1987-1999/Apr 30
          (c) 1999 PR Newswire Association Inc
File  634:San Jose Mercury  Jun 1985-2005/Dec 31
          (c) 2006 San Jose Mercury News
File  624:McGraw-Hill Publications 1985-2006/Jan 03
          (c) 2006 McGraw-Hill Co. Inc
File    9:Business & Industry(R) Jul/1994-2005/Dec 30
          (c) 2005  The Gale Group
File  275:Gale Group Computer DB(TM) 1983-2006/Jan 03
          (c) 2006 The Gale Group
File  621:Gale Group New Prod.Annou.(R) 1985-2006/Dec 30
          (c) 2006 The Gale Group
File  636:Gale Group Newsletter DB(TM) 1987-2006/Jan 02
          (c) 2006 The Gale Group
File   16:Gale Group PROMT(R) 1990-2006/Jan 03
          (c) 2006 The Gale Group
File  160:Gale Group PROMT(R) 1972-1989
          (c) 1999 The Gale Group
File  148:Gale Group Trade & Industry DB 1976-2006/Dec 30
          (c)2006 The Gale Group
File  256:TecInfoSource 82-2005/Feb
          (c) 2005 Info.Sources Inc
File    6:NTIS 1964-2005/Dec W2
          (c) 2005 NTIS, Intl Cpyrght All Rights Res
File    7:Social SciSearch(R) 1972-2005/Dec W4
          (c) 2005 Inst for Sci Info
```

File   8:Ei Compendex(R) 1970-2006/Dec W4
        (c) 2006 Elsevier Eng. Info. Inc.
File   14:Mechanical and Transport Engineer Abstract 1966-2005/Dec
        (c) 2005 CSA.
File   34:SciSearch(R) Cited Ref Sci 1990-2005/Dec W4
        (c) 2005 Inst for Sci Info
File   94:JICST-EPlus 1985-2005/Oct W4
        (c)2005 Japan Science and Tech Corp(JST)
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
        (c) 1998 Inst for Sci Info

4/5/1   (Item 1 from file: 2)

0000745209   INSPEC Abstract Number: 1965B12416
 Title: Capacitor voltage transformers
  Author(s): **Ueno, T.**
  Journal: Toshiba Review (International Edition)   18   p.5-11
  Publication Date: 1964 Country of Publication: Japan
  Language: English   Document Type: Journal Paper (JP)

  Abstract: On account of its poor frequency error characteristics the
capacitor voltage transformer has not been widely used in the past.
However, the stabilization of power system frequency has greatly reduced
this disadvantage. The extremely high insulation of the capacitor voltage
transformer makes it more economical than the conventional wound-type
potential transformer, especially in high voltage system. The design
problems of the **Toshiba** capacitor volts age transformer are briefly
discussed under five headings; viz., (1) frequency-error characteristics;
(2) ferro-resonance; (3) transient characteristics; (4) high-frequency
characteristics; and (5) insulation strength. The use of the capacitor
voltage transformer for: (a) meter and relay; (b) power energy tariff; and
(c) line voltage measurement is also discussed.
  Subfile: B
  Descriptors: capacitors; potential transformers
  Identifiers: capacitors -- applications; transformer -- voltage
  Class Codes: B2130 (Capacitors); B8350 (Transformers and reactors)

Set	Items	Description

S1   6268   (TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-
               WARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR
               ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTR-
               E? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HAN-
               DL?

S2   4851789   DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK???
               OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPEC-
               IFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE

S3   1342702   ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR -
               REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?

S4   4049078   TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR
               CLAIM? ?

S5   2746397   RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LE-
               VEL? OR DEGREE? OR GRADE?

S6   1457481   IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR -
               SIGNIFICAN?? OR VALUE

S7   229013   S5(S)S6

S8   64295   S7 AND S4
S9   249   S1 AND S2 AND S3
S10   4   S8 AND S9
S11   3   S10 AND IC=G06F-017/60
File 350:Derwent WPIX 1963-2005/UD,UM &UP=200601
         (c) 2006 Thomson Derwent
File 344:Chinese Patents Abs Aug 1985-2005/May
         (c) 2005 European Patent Office
File 347:JAPIO Nov 1976-2005/Jul(Updated 051102)
         (c) 2005 JPO & JAPIO

11/5/1   (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2006 Thomson Derwent. All rts. reserv.

015637227   **Image available**
WPI Acc No: 2003-699410/200367
XRPX Acc No: N03-558583
  Computer- implemented method for providing a help   desk **service
  involves returning solution to user when potential solution is found with
  confidence** rating **greater than threshold** value
Patent Assignee: FUJITSU SERVICES LTD (FUJI-N); INT COMPUTERS LTD (INCM);
  HOGAN P (HOGA-I); RIXON M (RIXO-I); SMITH S (SMIT-I)
Inventor: HOGAN P; RIXON M; SMITH S
Number of Countries: 031 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 1343102	A2	20030910	EP 2002258780	A	20021219	200367	B
US 20030172133	A1	20030911	US 2002320083	A	20021216	200367	
GB 2386214	A	20030910	GB 20025694	A	20020309	200368	

Priority Applications (No Type Date): GB 20025694 A 20020309
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1343102	A2	E	8	G06F-017/60	

    Designated States (Regional): AL AT BE BG CH CY CZ DE DK EE ES FI FR GB
    GR IE IT LI LT LU LV MC MK NL PT RO SE SI SK TR

US 20030172133	A1			G06F-015/16	
GB 2386214	A			G06F-017/30	

Abstract (Basic): EP 1343102 A2
      NOVELTY - An electronic request is received from a user for help on
  a **specified** problem. A search is automatically performed in a
  knowledge base system to find potential solutions to the problems. When
  a potential solution is found with a confidence **rating** greater than a
  threshold **value** , then the solution is returned to the user. The
  request is passed to a human **agent** when no suitable potential
  solution is found.
      DETAILED DESCRIPTION - An INDEPENDENT **CLAIM** is also included for
  a computerized **help** desk system.
      USE - For providing a **help** desk service by telephone or e-mail.

      ADVANTAGE - Improves efficiency of the way in which requests are
  handled.
      DESCRIPTION OF DRAWING(S) - The figure shows a schematic block
  diagram of the **help** desk system.
      pp; 8 DwgNo 1/3
Title Terms: COMPUTER; IMPLEMENT; METHOD; HELP; DESK; SERVICE; RETURN;
  SOLUTION; USER; POTENTIAL; SOLUTION; FOUND; CONFIDE; **RATING** ; GREATER;
  THRESHOLD; **VALUE**
Derwent Class: T01
International Patent Class (Main): G06F-015/16; G06F-017/30; **G06F-017/60**
File Segment: EPI

11/5/2   (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2006 Thomson Derwent. All rts. reserv.

015321437   **Image available**
WPI Acc No: 2003-382372/200336

XRPX Acc No: N03-305486
   Technical   support **system has** claims   handling **section registering
   new** claim **reports and** determining   engineer **to take charge of
   supporting** task
Patent Assignee: TOSHIBA TEC KK (TOSH-N)
Inventor: UENO T
Number of Countries: 008 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200338708	A2	20030508	WO 2002JP9167	A	20020909	200336	B
US 20030088451	A1	20030508	US 20012743	A	20011102	200345	
EP 1419469	A2	20040519	EP 2002765459	A	20020909	200433	
			WO 2002JP9167	A	20020909		
JP 2005507529	W	20050317	WO 2002JP9167	A	20020909	200520	
			JP 2003540897	A	20020909		

Priority Applications (No Type Date): US 20012743 A 20011102
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200338708	A2	E	40	G06F-017/60	

   Designated States (National): JP
   Designated States (Regional): DE FR GB IT NL SE

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030088451	A1			G06F-017/60	
EP 1419469	A2	E		G06F-017/60	Based on patent WO 200338708

   Designated States (Regional): DE FR GB IT NL SE

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2005507529	W		57	G06F-017/60	Based on patent WO 200338708

Abstract (Basic): WO 200338708 A2
       NOVELTY - System comprises a service information portal section
   (10) providing web pages as an information input and output interface,
   a knowledge base section (16) storing **claim** reports and solutions
   answered by **engineers** , and a **claim   handling** section (14)
   registering new **claim** reports in the knowledge base section with the
   claim title structured as definition information from a client web
   page. This section **determines** the **engineer** to take charge of the
   supporting **task** for preparing a solution based on the **ranks** of
   importance of supporting **tasks** already **assigned** to **engineers** of
   the division in charge. It also has a supporting **task** table holding
   records of **engineers** as numeric values by combining the **ranks** and
   progress with a **weighting** , plus a section for **selecting   engineers**

       DETAILED DESCRIPTION - There is an INDEPENDENT **CLAIM** for a
   computer program for a **technical   support** system server.
       USE - System is for providing **technical   support** to **claims** for
   manufacturer products acquired through a worldwide technical service
   network.
       ADVANTAGE - System solves **claims** relating to products quickly.
       DESCRIPTION OF DRAWING(S) - The figure shows the structure of a
   technical   support system
       reporting section (10)
       management information system (12)
        claim   handling section (14)
       knowledge base section (16)
       master database section (18)
       data warehouse section (20.)
       communication interface (22)
       client terminals (24)
       Internet (26)
       pp; 40 DwgNo 2/13
Title Terms: TECHNICAL; SUPPORT; SYSTEM; **CLAIM** ; HANDLE; SECTION; REGISTER

; NEW; **CLAIM** ; REPORT; **DETERMINE** ; ENGINEERING; CHARGE; SUPPORT; **TASK**
Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

11/5/3   (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2006 Thomson Derwent. All rts. reserv.

015015654   **Image available**
WPI Acc No: 2003-076171/200307
XRPX Acc No: N03-059019
   Assigning   tasks **to** agents **in** service   center **by ascertaining**
   skills weight and score
Patent Assignee: GENESYS TELECOM LAB INC (GENE-N); INT BUSINESS MACHINES
   CORP (IBMC   )
Inventor: KILPATRICK J F
Number of Countries: 100   Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 2002103464	A2	20021227	WO 2002US15716	A	20020515	200307	B
US 20030055705	A1	20030320	US 2001884776	A	20010619	200323	
AU 2002303791	A1	20030102	AU 2002303791	A	20020515	200452	

Priority Applications (No Type Date): US 2001884776 A 20010619
Patent Details:

Patent No	Kind Lan Pg	Main IPC	Filing Notes
WO 2002103464	A2 E 24	G06F-000/00	

   Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
   CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN
   IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ
   OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA
   ZM ZW
   Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
   IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW

| US 20030055705 A1 | | G06F-017/60 | |
| AU 2002303791 A1 | | G06F-000/00 | Based on patent WO 2002103464 |

Abstract (Basic): WO 2002103464 A2
     NOVELTY - Method consists in ascertaining all **agent** skills
   relevant to process the **task** , establishing a skill expression
   defining a logical relationship between the skills, calculating a skill
   weight and **agent** **score** and **selecting** an **agent** . To calculate
   the **weight** wi for a given skill i, a **value** a/(2m-1) is calculated,
   a being the number of times in a truth table corresponding to the skill
   expression that both the skill and its expression are logically true
   and m is the number of unique skills **specified** in the expression.
     USE - Method is for **assigning** **tasks** such as incoming calls,
   e-mail, WWW requests etc. to **agents** in a **service** **center** based on
   agent skills.
     DESCRIPTION OF DRAWING(S) - The figure shows a flow chart of steps
   of **agent** interaction with an interaction **task** queue using scoring.
      pp; 24 DwgNo 1/1
Title Terms: **ASSIGN** ; **TASK** ; **AGENT** ; SERVICE; ASCERTAIN; SKILL; WEIGHT;
   SCORE
Derwent Class: T01
International Patent Class (Main): G06F-000/00; **G06F-017/60**
File Segment: EPI

Set   Items   Description
S1   11004   (TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-
                      WARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR
                      ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTR-
                      E? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HAN-
                      DL?
S2   1929428   DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK???
                      OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPEC-
                      IFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3   1057248   ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR -
                      REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4   1799584   TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR
                      CLAIM? ?
S5   1456770   RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LE-
                      VEL? OR DEGREE? OR GRADE?
S6   1281779   IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR -
                      SIGNIFICAN?? OR VALUE
S7   457685   S5(S)S6
S8   378015   S2(S)S3
S9   96567   S7(S)S4
S10   7030   S8(S)S9
S11   89   S10(S)S1
S12   27   S11 AND IC=G06F-017/60
File 348:EUROPEAN PATENTS 1978-2005/Dec W04
          (c) 2005 European Patent Office
File 349:PCT FULLTEXT 1979-2005/UB=20051229,UT=20051222
          (c) 2005 WIPO/Univentio

Scanned files and Abstract

12/3,K/1   (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2005 WIPO/Univentio. All rts. reserv.

01166247   **Image available**
METHODS AND SYSTEMS FOR THE MANAGEMENT OF INSURANCE CLAIMS AND PROPERTY
PROCEDES   ET   SYSTEMES   DE   TRAITEMENT   DES DECLARATIONS DE SINISTRE ET DES
    BIENS ASSURES
Patent Applicant/Assignee:
  F-TECHNOLOGIES LTD, PO Box 5388, Mt Maunganui, NZ, NZ (Residence), NZ
    (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
  KEANEY Michael William, 43 Longview Drive, Papamoa, Tauranga, NZ, NZ
    (Residence), NZ (Nationality), (Designated only for: US)
Legal Representative:
  SCHUCH Ernest Robert (agent), Schuch & Company, P.O. Box 10 615, Level 5,
    22 The Terrace, Wellington, NZ,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200488560 A1 20041014 (WO 0488560)
  Application: WO 2004NZ65 20040402 (PCT/WO NZ04000065)
  Priority Application: NZ 525159 20030402
Designated States:
(All protection types applied unless otherwise stated - for applications
2004+)
  AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
  DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
  LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
  RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
  (EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO
  SE SI SK TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) BW GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 7950

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Claims

Claim
  TECHNICAL FIELD
  This invention relates to methods and systems for managing insurance
  claims and property.
  BACKGROUNDART
  1 0 The processing steps of settling an insurance **claim** has to date
  generally been a largely manual and labour intensive **task** . Although
  various computer software programs have been implemented to assist the
  task of processing **claims** , they have generally been ad hoc
  developments and have only automated a few steps in the process from
  first handling a **claim** application to full settlement of the **claim** .
  Further, the use of additional consultative 1 5 electronic databases such
  as **claims** histories and property registers have not been considered or
  used. A ftuther step in the standard process of settling an insurance
  claim has been the use and reliance on a paper file. This requires a
  claims **handler** to write proper file notes and to record transactions
  and agreements. Unfortunately this reliance can sometimes be misplaced
  and **claims** **handlers** can either fail to record details making it
  difficult for other **claims** **handlers** to continue work on the file to

complete a subsequent step if the previous person...

...paper form can be difficult to access when held in one branch location
and a **claim** making a subsequent **claim** has moved location and is
claiming via a different branch. Standardisation of processing steps can
...

...object of the invention to provide a method of and system for handling
or managing **claims** that overcomes at least some of the abovementioned
problems, or at least to provide the...

...first broad aspect of the invention there is provided a method of
managing an insurance **claim** , the method including the steps of. a)
obtaining information on a **claim** , including items of property relating
to said
 claim , such information forming a **claim** datafile;
b) selecting items of property being claimed by consulting a property
register configured and...

...to store items of property owned by the person or entity
1 0 making a **claim** ;
c) obtaining information to establish a replacement **value** for each of
the items of
property relating to the **claim** ; and
d) selecting a method of settlement of the **claim** and calculating the
replacement values for each of the items of property to detertnine a
settlement **value** .
1 5
Preferably in step b) a ftuther process is undertaken whereby an
historical **claims** database is consulted to check the **claims** history
of the claimant. Desirably in step b) if any items being claimed match
previous items claimed by consulting the historical **claims** database, a
flag is generated to provide an **indication** to a user that flirther
investigation may be warranted. Advantageously the property register is
periodically...

...the method further includes an archiving step wherein the datafile
associated with a 30 settled **claim** is moved to an archiving database
wherein fixther changes to the datafile are not permitted...

...method ftirther includes a post archiving revision step wherein the
datafile associated with a settled **claim** is accessed from an archive
location and reviewed and altered as required, and wherein an...

...aspect of the invention there is provided a computer controlled method
for managing an insurance **claim** , the computer being programmed to carry
out the steps of. A. generating a **claim** datafile by receiving
information relating to a **claim** , including
1 0 items of property relating to the **claim** ;
B. selecting items of property being claimed by consulting a property
register configured .and arranged to store items of property owned by the
person or entity
making a **claim** ;
C. obtaining information to establish a replacement **value** for each of
the items of
1 5 property relating to the **claim** ; and
D. selecting a method of settlement of the **claim** and calculating the
replacement values for each of the items of property to **determine** a
settlement **value** . Desirably in step B. an historical **claims** database
is consulted to check the **claims** history of the claimant, and if any

process with settlement of...

 12/3,K/5   (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01008711   **Image available**
TECHNICAL SUPPORT SYSTEM TECHNICAL SUPPORT SYSTEM
SYSTEME D'ASSISTANCE TECHNIQUE
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Legal Representative:
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    3-chome, Chiyoda-ku, Tokyo 100-0013, JP,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200338708 A2 20030508 (WO 0338708)
  Application: WO 2002JP9167 20020909 (PCT/WO JP0209167)
  Priority Application: US 20012743 20011102
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  JP
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Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description
  Claims

Detailed Description
... claim
  reports and solutions answered by engineers with
  respect to the claim reports; and a **claim   handling**
  section which registers in the knowledge base section
  a new **claim** report in which at least a **claim** title is
  structured as a combination of predetermined items of
  is definition information on the basis of a **claim** content
  input to a client web page, and manages the registered
  new **claim** report as an unsolved **claim** requiring an
  answer from the **engineer** , wherein the **claim   handling**
  section is configured to **determine** an **engineer** who
  is to take charge of a supporting **task** for preparing
  a solution to the new **claim** report, based on **ranks** of
   importance of supporting **tasks** already **assigned** to
   engineers of a division-in-charge, and progress states
  of the supporting **tasks** .

  According to the technical support system, the
   claim handling section **determines**   an **engineer** who is
  to take charge of the supporting **task** for preparing
  a solution to the new **claim** report, based on the **ranks**
  of **importance** of the supporting **tasks** already **assigned**
  to the **engineers** of the division-in-charge, and the

progress states of these supporting **tasks** . That is,
a supporting **task** having a high **rank** of **importance** can
be **assigned** to the **engineer** which can quickly start
the supporting **task** in preference to a supporting **task**
having a low **rank** of **importance** . As a result, the
supporting **task** of a new **claim** can be prevented from
being delayed regardless of the **rank** of **importance** .

Additional objects and advantages of the invention
will be set forth in the description which...

Claim
1 A **technical** **support** system comprising:
a service information portal section which
provides web pages as an information input and output
interface;
a knowledge base section which stores various
claim reports and solutions answered by **engineers** with
respect to the **claim** reports; and
a **claim** **handling** section which registers in said
knowledge base section a new **claim** report in which at
least a **claim** title is structured as a combination of
predetermined items of definition information on the
basis of a **claim** content input to a client web page,
and manages the registered new **claim** report as an
unsolved **claim** requiring an answer from the **engineer** ;
wherein the **claim** **handling** section is configured
to **determine** an **engineer** who is to take charge of
a supporting **task** for preparing a solution to the
new **claim** report, based on **ranks** of **importance** of
supporting **tasks** already **assigned** to **engineers** of
a division-in-charge, and progress states of the
supporting **tasks** .

2 The **technical** **support** system according to
claim 1, wherein said **claim** **handling** section includes
a supporting **task** table which holds records of the
engineers each obtained as numeric **value** data by
combining the **ranks** of **importance** of supporting **tasks**
assigned before registration of the new **claim** report
and the progress states of the supporting **tasks** with
a predetermined **weighting** , and a selecting section
which makes selection of the **engineers** by comparing
the numeric **value** data of the records held in said
supporting **task** table.

3 The technical support system according to
claim 2, wherein said claim handling section...assignment of the
supporting task is not accepted by the previously
selected engineer.

5 A **technical** **support** method using a knowledge
base section which stores various **claim** reports and
related solutions, said method comprising:
a step of providing web pages as an...

...input and output interface;
a step of registering in said knowledge base

section a new **claim** report in which at least a **claim**
title is structured as a combination of predetermined
items of definition information on the basis of a **claim**
content input to a client web page, and managing the
registered new **claim** report as an unsolved **claim**
requiring an answer from the **engineer** ; and
a step of **determining** an **engineer** who is to take
charge of a supporting **task** for preparing a solution
to the new **claim** report, based on **ranks** of **importance**
of supporting **tasks** already **assigned** to **engineers** of
a division-in-charge, and progress states of the
supporting **tasks** .

6 The **technical** **support** method according to
 claim 5. wherein said **engineer** **determining** step is
configured to use a supporting **task** table which holds
records of the **engineers** each obtained as numeric **value**
data by combining the **ranks** of **importance** of supporting
 tasks **assigned** before registration of the new **claim**
report and the progress states of the supporting **tasks**
with a predetermined **weighting** , and to make selection
of the **engineers** by comparing the numeric **value** data of
the records held in said supporting **task** table.

7 The technical support method according to
claim 6, wherein said engineer determining step...A recording medium
having a program recorded
for a technical support system server including a **claim**
 handling section which registers in a knowledge base
section a new **claim** report in which at least a **claim**
title is structured as a combination of predetermined
items of definition information on the basis of a **claim**
content input to a client web page, and manages the
registered new **claim** report as an unsolved **claim**
requiring an answer from the **engineer** , said program
being executable for causing said **claim** **handling**
section to perform a process of confirming **ranks** of
 importance of supporting **tasks** already **assigned** to
 engineers of a division-in-charge and progress states
of the supporting **tasks** , and **determining** an **engineer**
who is to take charge of a supporting **task** for
preparing a solution to the new **claim** report, based on
 the **ranks** of **importance** of supporting **tasks** and the
progress states of the supporting **tasks** .

10 The recording medium according to claim 9,
wherein said program is configured such that said
 claim **handling** section performs a process of using
a supporting **task** table which holds records of the
 engineers each obtained as numeric **value** data by
combining the **ranks** of **importance** of supporting **tasks**
 assigned before registration of the new **claim** report
and the progress states of the supporting **tasks** with
a predetermined **weighting** , and making selection of the
 engineers by comparing the numeric **value** data of the
records held in said supporting **task** table.

11 The recording medium according to claim 10,
wherein said program is configured such...

12/3,K/6   (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00961949   **Image available**
**FACILITATING   REALTIME   INFORMATION   INTEREXCHANGE   BETWEEN   A
    TELECOMMUNICATIONS NETWORK AND A SERVICE PROVIDER**
**FACILITATION D'ECHANGE D'INFORMATIONS EN TEMPS REEL ENTRE UN RESEAU DE
    TELECOMMUNICATION ET UN FOURNISSEUR DE SERVICE**
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Legal Representative:
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Patent and Priority Information (Country, Number, Date):
  Patent: WO 200296130 A2-A3 20021128 (WO 0296130)
  Application: WO 2002US15969 20020520 (PCT/WO US0215969)
  Priority Application: US 2001862543 20010521
Designated States:
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  AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
  EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI
  SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
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Publication Language: English
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Fulltext Word Count: 16396

...International Patent Class: **G06F-017/60**
Fulltext Availability:
  Claims

Claim
... now to FIGURE 13f there is
  illustrated a timing diagram of a location area change
   indication of the ME 554 to the B2B engine 552, in
  another presently preferred embodiment of...short message is sent (step
  590) by the client
  application to the SIM 556, as **indicated** in FIGURE 13, in
  step 590A the SIM informs ...packet based
  communications protocol, is also connected to various
  other nodes in the network, generally **designated** in
  FIGURE 14 by the reference ...FIGURE 14. Also, the BGW could be in
  charge of the billing in the mobile **operator** for each
  user or provide information, for example, on the
  remaining balance for subscribers accessing...

...the preferred embodiment described hereinabove,
the network nodes preferably contain a client application
(CL)/ monitoring **agent** (MA) programmed in each of the
network nodes ...of such a change. The determination of the status
change is performed using a Monitoring **Agent** (MA) 656
inside both the VLR 652 and the HLR 654. The HLR 654 in and stores it in
a database.
The B2B engine then performs the necessary **operations** on
this information and acts accordingly. In general, once
the client application catches a trigger...in the B2B engine 210
database, a Home Location Register (HLR) 610 is polled to
determine the registration information of the mobile
subscriber, e.g., using Mobile Application Part (MAP),
TCP...The
information may be selectively requested according to the
needs of the B2B engine in **determining** the status of ...to-business
engine. With
reference now to FIGURE 16, however, there is illustrated
an alternative **operation** of the B2B engine 210 of the
present invention. In this alternate configuration,, the
B2B...contents to the subscriber. For
example,, the contents could be sent through the Short
Message **Service Center** (SMSC) using a Short message (SMS)
or a WAP sent over an SMS message. Moreover...protocol, The Mobile
Positioning Center
(MPC) 630 preferably uses a MPC protocol. A Short
Messaging---@ **Service Center** (SMSC) 650 preferably uses a
Short Message Peer-to-Peer (...engine could be interfaced with other
systems such as a
second generation (2G) wireless telecommunications
operator system ...will, in turn, interface
to Application Gateways, not shown in the figure,
allowing an unprecedented **level** of separation of services
...of the mobile subscriber. The network
nodes,, nonetheless, are preferably reprogrammed to
include a mobility **agent** ,, as described hereinabove with
reference to FIGURES 14 and 15.
Also the mobile **operator** described hereinabove is a
GSM **operator** , it should be understood by one of ordinary
skills in the art that the invention could be used for a
PCS **operator** , a DAMPS **operator** or/and any existing mobile
operator , Moreover, a single B2B engine could
interconnect various mobile **operators** with various
portals. The mobile **operators** could be of a different
nature and using a different standard, e.g. a B2B engine
could provide service for a PCS **operator** as well as a GSM
operator , concurrently.
Moreover, 3G mobile stations will also have the
client application that will notify the...660/662,, etc, as described in
exemplary manners
hereinabove) enables one or more telecommunications
network **operators** to provide **value** -added services to
users by, for examplef providing realtime information
(e.g.,,·user location, user...network aspects 2000 are approximate and
exemplary
accuracies by which the subscriber location may be
determined by the given node. For example, the HLR 1925
may ascertain the location of the...that is received by the SCS 1920 may
be affected by the
network node/entity **selected** to provide the user

location.
Continuing now with FIGURE 20B, other exemplary
network aspects

 12/3,K/7   (Item 7 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00911742   **Image available**
METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY
PROCEDE DE MISE EN OEUVRE D'UNE FONCTIONNALITE DE POSTE DE SERVICE
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Legal Representative:
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    Chicago, IL 60610, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200244867 A2-A3 20020606 (WO 0244867)
  Application: WO 2001US51076 20011019 (PCT/WO US0151076)
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  EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU SD SE SG SI SK
  SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
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Fulltext Word Count: 20845

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... 1 5 1 0 suggests which person to notify.
  If the first level of the **service   desk** cannot resolve the request
  on-line as part of Tier 1 Attempted Resolution, then it is **assigned** to
  Tier 2. In line with IT Framework terminology, if the service request is
  of type "Incident,"
  then when the service request is **assigned** to Tier 2 or 3 it becomes a
  "Problem," by definition. Once the **priority** and **assignment** of a
  service
  request have been **decided** , the Tier I **operator** then **decides** the
  correct

resource to **assign** the service request. This person (**assignee**) is then
notified, either automatically by the tool-set, or by the individual
making the **assignment** if the **priority** is high.

Fig. I I is a flowchart for a process 44 of assigning service...

12/3,K/8 ___ **(Item 8 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
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00835793   **Image available** _
**SYSTEM AND METHOD FOR AUTOMATING BUSINESS PROCESSES AND PERFORMING DATA
    INTERCHANGE OPERATIONS IN A DISTRIBUTED COMPUTING ENVIRONMENT**
**SYSTEME ET PROCEDE D'AUTOMATISATION DE PROCESSUS D'ENTREPRISES ET DE
    REALISATION D'OPERATIONS D'ECHANGE DE DONNEES DANS UN ENVIRONNEMENT
    INFORMATIQUE DISTRIBUE**
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Patent and Priority Information (Country, Number, Date):
  Patent: ___   WO 200169431 A2 20010920 _(WO 0169431)
  Application: WO 2001US8611 20010314 (PCT/WO US0108611)
  Priority Application: US 2000524995 20000314
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  LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ
  TM TR TT TZ UA UG UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ·CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
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Publication Language: English
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Fulltext Word Count: 23262

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Claims

Claim
... process currently being edited by the workflow administrator

  66 Additionally, the workflow administrator 66 may **select** one of the
  process versioning options 682 for deleting all of the previous versions
  of...

...new version. Utilizing'the versioning window 6 8 1, the workflow administrator 66 may also **select** the version effective date 683. In particular, the workflow administrator 66 may **select** an option for making the current version of the process effective immediately. Alternatively, the workflow administrator 66 may **select** a future date on which the version of the process should become active. In this...

...invoked and completed, the logic proceeds to decision block 438 where the workflow engine 52 **determines** whether the current **task** has any more activities defined. If yes, the logic cycles back to decision block 424 and proceeds as described above. If the workflow engine 52 **determines** that there are no more activities defined for the current **task** , the logic proceeds to block 440.
At block 440, the workflow engine 52 **determines** whether a role or a document is defined for the current **task** . The process for defining a role or document for an activity is described in detail...
...5A, 6 and 8. If a role or document is not defined for the current **task** , the logic proceeds to block 452 where the workflow engine 52 places an outgoing message...

...the outgoing message queue is where the workflow engine 52 deposits messages to initiate other **tasks** . If a role or document is defined, the logic proceeds from decision block 440 to...

...proceeds to resolve the role at block 444. As described earlier, the role may be **assigned** to more than one location or source. For example, in FIGURE 5A, the role is **assigned** through location
" **TASK** :MAEscl.newEmail" or ... frank@didtest.com"'. If the manager approval **task** 1 14 (shown in FIGURE 4) is initiated by the purchase request **task** 1 1 0, the **TASK** :MAEscl.newEmail would not be available for the workflow engine 52 to resolve the role....

...this time. The logic then proceeds to decision block 448 where the workflow engine 52 **determines** whether there is an escalation **task** defined for the current **task** (see FIGURE 7). If the current **task** has an escalation **task** defined, the logic proceeds to block 450 where the workflow engine 52 initializes the escalation **task** . During the initialization of the escalation **task** , the workflow engine allocates memory and **assigns** PIID and TIID to the escalation **task** . The logic then proceeds to block 452. If the current **task** does not have an escalation **task** defined, the logic proceeds from decision block 448 to block 452. At block 452, the...

...on these tables to improve performance and also may cache the tables during run-time **operation** to minimize the input/output access to the databases 54, 56 and 58. The workflow...

...the tables to include definitions for the four attributes and status for the processes and **tasks** . If the route needs to be initialized, the logic proceeds to block 464 where the workflow engine 52 initializes an instance for the **task** in a **task** table and records the route using PID, PIID, TID, TIID in the instance database 58...

...block 466 as it would have done if the route had previously been initialized as **determined** at decision block 462. At block 466, the route link is recorded in the instance database 58. A source **task** and destination **task** are recorded in a route table associated with the instance for the **task** in the **task** table. The logic then proceeds to

As described above with reference to FIGURE 23, a subscriber may **select** a menu item for creating or editing a data interchange **operation** . Generally described, a data interchange **operation** is an automated process for retrieving a source object at a source object location using a protocol, performing a transformation/mapping **operation** on the source object, and saving the resulting target object in a target object location. As shown in FIGURE 26, according to an embodiment of the invention, the data interchange **operation** is performed by an application program called an **operation** resolver 792. In general, the **operation** resolver 792 utilizes a data interchange **operation** definition provided by a subscriber to locate a source object 794 at a source object location 796. The **operation** resolver 792 may retrieve the source object 794 using a variety of protocols 798. Moreover, the **operation** resolver may perform decryption 800 on the source object prior to modifying the
source object. Additionally, the **operation** resolver792 may perform a transformation and/or mapping **operation802** on the source object. The transformation/mapping **operation** 802 may include transforming the . source object in a variety of ways described below to...
...include mapping fields of the source object into fields of the target object.
Once the **operation** resolver 792 has performed the transformation **operation** 802, the **operation** resolver 792 may perform encryption 806 on the target object as known to those skilled in the art. The **operation** resolver 792 may also utilize a protocol 808 to save the target object 812 to a target object location 810. **Operation** of the **operation** resolver 792 is described in more. detail below with respect to FIGURE 57.
Referring now to FIGURE 27, an illustrative system for performing data interchange **operations** will be described. In order to enable the use of data interchange **operations** within an automated business process system, a Web data interchange ("VVDI") server 814 is provided...

...user may access the WDI server 814, and define, edit, schedule, and save data interchange **operations** .
Once a user has created a data interchange **operation** , a data interchange
operation definition may be saved in the WDI database 818. The WDI database may
be accessed...

12/3,K/12   (Item 12 from file: 349)

00806382
METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE
PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHE ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHE
Patent Applicant/Assignee:
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    (Residence), US (Nationality)
Inventor(s):
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Legal Representative:
  HICKMAN Paul L (et al) (agent), Oppenheimer Wolff & Donnelly LLP, 1400

Page Mill Road, Palo Alto, CA 94304, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200139028 A2 20010531 (WO 0139028)
  Application: WO 2000US32308 20001122 (PCT/WO US0032308)
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  AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
  ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV
  MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT
  TZ UA UG UZ VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI .CM GA GN GW ML MR NE SN TD TG
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Fulltext Availability:
  Claims

Claim
.... complaints Performance
  pi complaints IvIdnagerne 1504
  anning and Other inquiries
  Design
  Billing inquiry
  Provider Collections
  Customer   care Responsesto Mkt. Research
  inquiries/orders Feedback/Input
  Processes
  Figure 15
  Receiving a service **level**
  agreement for a hybrid network
  customer
  I F
  1602
  Storing the service **level**
  agreement
  Receiving inquiries from the hybrid 1604
  network customers reflecting
  occurrences related to the hybrid
  network
  1606
  Generating events based on the
  service **level** agreement and at
  least one of the customer inquiries
  Figure 16
  . ...
  INPUTS OUTPUTS 1500
  1500...

...Compile & Deliver customer reports Handling
  Prob ern - 1304
  Problem Manage SLA Performance
  Handling Reports Service
  Determine & deliver QoS & SLA hoS violatio@Ls
  ation information Quality

PREASSOCIATING ADVERTISEMENTS WITH INDIVIDUAL ITEMS OR WITH 6200
ENTIRE CLASSES OF ITEMS
AUTOMATICALLY DISPLAYING ONE OR MORE OF THE 6202
ADVERTISEMENTS WHEN THE ITEMS ARE **SELECTED** FOR DISPLAY
ROTATING THE ADVERTISEMENTS SO THAT EACH GETS AN EQUAL 6204
AMOUNT OF DISPLAY...

...PROFILE 6304
6306
bISPLAYING THE AT LEAST ONE ITEM FOR PURCHASE
ALLOWING THE USER TO **SELECT** THE AT LEAST ONE ITEM FOR PURCHASE
6 8
ACCEPTING PAYMENT IN EXCHANGE FOR THE **SELECTED** ITEM
Figure 63
6310
ALLOWING A USER TO REQUEST TO UTILIZE A SOFTWARE PACKAGE 6402...

...DATA
6706
COLLECTING FEEDBACK FROM THE USERS ON THE PROVIDED INFORMATION
i
PROVIDING A SERVICE **SELECTED** FROM A GROUP OF SERVICES INCLUDING: 6708
MAINTAINING A CALENDAR OF UPCOMING EVENTS, REMINDING THE...

...OF THE SET OF FEATURES BASED
ON THE USER PROFILE
6603
ALLOWING A USER TO **SELECT** THE ITEM FOR PURCHASE
6700 Figure 68
COLLECTING USER INFORMATION SUCH AS SEARCH REOUESTS, 6...

...OF THE EDUCATION OF THE USERS INCLUDING AT LEAST
ONE OF THE COURSES COMPLETED AND **SCORES** FOR THE COURSES COMPLETED
5310
Figure 71
ALLOWING A USER T
0 REVIEW EDUCATIONAL PROGRAM...

...THE EDUCATION CURRICULUM BASED ON THE CURRENT 7300
EXPERTISE
y
RECEIVINGSTUDENTDEFINEDTRAININGGOAL,SUCHASASPECIFIC 7301
CERTIFICATION OR **DEGREE** (ADDITIONAL USER INDICIA),
TAKING THE TRAINING GOAL FROM THE STU.DENT PROFILE 7302
7303
GENERATING...Control
Software
Client Client Client Client
Figure 116
11700
Firewall se
al
Client
Chat
Server
**Customer Support
Representative**
0 Workstation
Figure 117
11808

11800 11806 11804 *HarrlPnPd 0
n rne ket Flte F
Dial-up Router
en &Har &Hardener, O
We Chat
Serve Serve
11802
*Ha **Customer   Support**
News **Representative**
Serve Workstation
Figure 118
11900 11902
Intemet Packet filte
Dial- Router
Client
Figure 119
*Customer...

...OF THE E
COMMERCE COMPONENT WITH AN ARCHITECTURE OF THE
FRAMEWORK OF THE ENTERPRISE
06
  DETERMINING A COMPATIBILITY OF THE E-COMMERCE
COMPONENT WITH THE FRAMEWORK OF THE ENTERPRISE
2 08...

...10
INTEGRATING THE E-COMMERCE COMPONENT WITH
ENTERPRISE CAPABILITIES OF THE FRAMEWORK OF THE
ENTERPRISE
  DETERMINING WHETHER THE &COMMERCE COMPONENT 12
REQUIRES AN ADDITIONAL CAPABILITY, WHEREIN THE
ADDITIONAL CAPABILITY IS ADDED...

...CD
  co a)
  U
  CO (n
  CO
  (n
  0
 Contract ID3
 correlate bandwidth
 sales (with **rating**
 info)to net
 settlements
Usage Pmeassing clearing function.
FigurG 127
ALLOCATING BANDWIDTH ON A NETWORK...

...IF
COMPARING THE AMOUNT OF BANDWIDTH USED BY THE FIRST 12902
USERTOTHETOTALAMOUNTOFBANDWIDTHTHEFIRSTUSER
HAS BEEN ALLOCATED
  DETERMINING THE AMOUNT OF UNUSED BANDWIDTH BY 12904
SUBTRACTING THE AMOUNT OF BANDWIDTH USED BY THE...

...SECOND USER
  I I
ALLOWING A NEGOTIATION BETWEEN THE FIRST AND SECOND 13206
USERS FOR **DETERMINING** TRANSACTION TERMS FOR
REALLOCATION OF THE UNUSED BANDWIDTH FROM THE FIRST

USER TO THE SECOND...133
RECEIVING TERMS REGARDING A REALLOCATION OF 13400
BANDWIDTH FROM A SELLER TO A BUYER
  DETERMINING AN AMOUNT OF MONEY THE BUYER OWES THE 13402
SELLER FOR THE REALLOCATED BANDWIDTH BASED...

 12/3,K/14   (Item 14 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00781905   **Image available**
BUSINESS METHOD AND PROCESSING SYSTEM
PROCEDE COMMERCIAL ET SYSTEME DE TRAITEMENT
Patent Applicant/Assignee:
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    (Residence), US (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
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    (Residence), IN (Nationality), (Designated only for: US)
Legal Representative:
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    Street, Rochester, NY 14605, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200115039 A1 20010301 (WO 0115039)
  Application: WO 2000US22548 20000817 (PCT/WO US0022548)
  Priority Application: US 99150014 19990820
Parent Application/Grant:
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prior to 2004)
  AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
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  MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA
  UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
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Publication Language: English
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Fulltext Word Count: 8238

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Claims

Claim
... PC& lintel or Mm)
  with Launchl Sender
  and/or Web Browser
  Networked Equipment
  PSC
  Productivity **Service   Center**
  Mulff-function
  Digital Printer
  LmnchlIDDC Scanning. knaging
  PC Pri"Wile Mass Storage
  Samar
  Power Mm...

...division-wise) and on-line payment M - Capturing of preferences for new
services / customer feedback / **levels** of service desired
- Tracking of direct billing of services / flow-through items
C
Routing of...

 12/3,K/17   (Item 17 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00772919   **Image available**
**AUTOMATIC WORK PROGRESS TRACKING AND OPTIMIZING ENGINE FOR A
    TELECOMMUNICATIONS CUSTOMER CARE AND BILLING SYSTEM**
**MOTEUR DE SUIVI ET D'OPTIMISATION D'ACTIVITE AUTOMATIQUE POUR UN SYSTEME DE
    SERVICE A LA CLIENTELE ET DE FACTURATION DE TELECOMMUNICATIONS**
Patent Applicant/Assignee:
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    22033, US, US (Residence), US (Nationality), (For all designated states
    except: US)
Patent Applicant/Inventor:
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  SOTOLA Rene, 2357 Spotswood Place, Boulder, CO 80304, US, US (Residence),
  . GB (Nationality), (Designated only for: US)
Legal Representative:
  BECKERS J Randall, Staas & Halsey LLP, Suite 500, 700 Eleventh Street,
    N.W., Washington, DC 20001, US
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200106426 A1 20010125 (WO 0106426)
  Application: WO 99US16442 19990726 (PCT/WO US9916442)
  Priority Application: US 99354084 19990715
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  HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW
  MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW SD SL SZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
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Fulltext Word Count: 10662

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
  Automatic Work Progress Tracking And
  Optimizing Engine For A Telecommunications
   Customer   Care And Billing System
  Reference To Microfiche Appendix
  A microfiche appendix having 6 microfiche and 555...

...a system for work progress
  tracking and management and, more particularly, to a system for

assigning   tasks to a workforce, optimizing the scheduling of the
tasks ,
1 5 with automatic rescheduling of the **tasks** while insuring the
completion
of the **tasks** before the desired completion date and utilizing the
orders when other firms cannot
1 5 Telecom companies need to handle orders of customers
having **significant** complexity from diverse domains These domains
include wireline, wireless, residential customers, and business
customers Further...

...marketplace To
schedule staff for these customers, telecom companies need to reflect
the customer's **value** Often a customer's **value** may be **assigned**
designations such as gold, silver, or bronze The same order from
these three different types.....
...hundreds or
thousands of changes, which can happen during a day Such
changes include
1 **Tasks** and orders being added, deleted, or modified,
2 The actual duration of **tasks** can vary from the
anticipated duration,
Page 3
3 The workforce situation also can change...

...ability to load balance between workforce units in
different locations and to recognize dependencies
between **tasks** , both at the workforce **level** and external
system **level** also adds to the complexity
The foregoing dependencies are complex, particularly when
volume is high...

...the system must
include a percentage of the workforce that are reserved just for
maintenance **tasks** This percentage of the workforce dedicated to
maintenance must be "invisible" to the scheduling process...

...optimization also must be based on more than one
parameter One such parameter is order **priority** , which may reflect
the **value** of the customer as discussed above Another is flexibility,
which is needed to reflect the...

...are considered to be one order) In this situation the
system does not understand order **priority** (high, medium, low)
Further, such systems do not distinguish between orders, which
consist of **tasks** , and the **tasks** themselves Furthermore, no system
is known that provides for automatic rescheduling based on
composite parameters...

...work progress tracking system is needed
that is sophisticated enough to handle the above described **level** of
complexity, which also can include integration among workflow,
Page 5
scheduling, and workforce management...

...also applying
automatic re-optimization on a regular basis This system should also
operate without **significant** manual intervention and schedule **tasks**
based on several constraints
SUMMARY OF THE INVENTION

It is an object of the present...

...schedules based on multiple criteria including minimization of costs,
minimization of gaps in work pool **assignments** , order **priority** (high,
medium, low), and jeopardy to the schedule
It is still a further object of...

...with activities outside their home base
area when needed Once such work pool members are **designated**
as available outside the home base, the system automatically takes
their availability into account during...

...0 of the system in the area of "stability zones" representing time
periods
in which **assigned   tasks** may not be rescheduled These stability
zones are based on parameters the user **specifies** and the length of
time allotted to each zone
It is another object of the present invention to provide for
1 5 optional explicit "locking" of **tasks** during an offline run When
tasks
are "locked" they will not be modified during the offline run An
Example of locking...rescheduled, it would be desirable to insulate the
customer
from changes, i e "lock" the **task** where such dependency exists, and
schedule around it Another example of locking is scheduling against...

...for
flexible workforce scheduling based on multiple parameters These
can reflect such items as "customer **value** ", utilization percentage (the
same workforce typically works on installation and trouble tickets, so if
Page...

...pictorial representation The other aspect of stability of
the schedule is the flexibility to "lock" **tasks** (either dependencies or
delivery dates) so as to make internal schedule changes transparent
5 to...

...of the present invention to produce
highly optimized schedules These schedules take into consideration
order **priority** , make duration of composed activities small, and avoid
gaps in work pool utilization activities typically comprise several
tasks The system schedules as many of the **tasks** in parallel as
possible, thus producing the shortest possible critical path for the
overall composed...
...an object of the present invention to take into
consideration that activities have to be **assigned** to individual work
pool members
It is still a further object of the present invention...

...compute a target
completion date for orders that do not have a target completion date
specified to prevent the situation where the low **priority** orders are
never fulfilled
The above objects can be attained by a system that manages...

...a flowchart showing a portion of the online system
shown in figure 5 dealing with **determining** completion time frame
modifications
Figure 8 is a flowchart further detailing the offline system
shown...

...locations Activities can be linked by dependencies
Dependencies can also exist between orders
Activities comprise **tasks** , which are either automatic or manual
Manual **tasks** have to be performed by individual workers (workforce
resources), while automatic **tasks** are performed by the Order
Processing system Each manual **task** can be performed by one or
more workers from the resource pool
A customer order...

...orders are divided into several types of
sub-activities Dependencies can exist between different activity
levels
Utilization is the percentage of a workforce allocated to
scheduledactivities Thedelta(ordifference)between100%andthis
percentage is typically the workforce being allocated to maintenance
and other unpredictable **tasks** also known as "trouble tickets" It
should be noted that as shortages of resources can be addressed
through overtime, utilization above 100% is allowed
0 At a basic **level** , individual workers can perform different
activities Each worker is **assigned** to one or more resource pools A
resource pool is used to aggregate workforce capacity...

...various time periods These time periods are
known as time slots A resource pool is **determined** by a regional
5 location and a specific role The workforce resources provide
capacity to 2 When a worker is **assigned** to a **task** the worker is not
available for other activities That worker is used to 1 00...
...the
same geographic area and possess the same skills The scheduling
Page 1 1
system **assigns** **tasks** to resource pools **Assignment** of worker
names to resources is done shortly before the **task** is due to start such
as a day earlier **Tasks** are **assigned** based on roles first, e g
Technician I (where I refers to the skill **level**) The system knows how
many **Technician** I's there are Thus, if people rotate (e g John
Smith, who is **Technician** I leaves, and Jane Doe who is also
Technician I joins, this is transparent to the scheduling subsystem A
calendar defines the times when...

...and time a workforce
resource for a resource pool is either available or unavailable for
assignment This information includes the workforce member's sick
days, shift schedule, and vacation
Scheduling is...

...of activities into
an "optimal" order, based on the parameters supplied The
scheduling of each **task** takes into account dependencies, **priority** ,
duration, staff availability per job category (work pool), and material
resources During the day, on...

...consists of internal order positions
An internal order position ("IOP") consists of work orders and
tasks and can be dependent on other IOPs
A work order ("WO") consists of work orders and **tasks**
Dependencies to other work orders can also exist
A time slot is a period of...

...from

Horizon TimeGrain- **scale**   **value**   for "End of Optimization Zone"
ManualTask StartMin attribute The earliest starting time for the   **task** ,
in TimeGrain- **scale**
Manual **Task** StartMax attribute The latest starting time for the   **task** ,
in TimeGrain- **scale**
Manual **Task** , ProcTime attribute The total amount of TimeGrain-time
between the earliest start and the latest end time of the **task**
TightnessNormFactor = DuelDateNormFactor =
Page 36
MaxorderParam/Horizon
Valid values for ManualTask **Priority** are NORMAL = 0, MEDIUM = 1,
HIGH = ...respect to certain criteria
using optirnizer application 195 of figure 4 and as shown in **operation**
1240 of Figure 8
Referring to **operation** 1240 of Figure 8 and Figure 5, all
internal orders are retrieved from database server...

...by resource
locking server 180 based on the pre-sorted PendingQueue 140 as
provided in **operation** 1240 of Figure 8
Page 37
Once optimized the offline system terminates as shown in
 operation 1250 of Figure 8
Alternate Embodiments
The procedures presented herein are not inherently related to...

...workflow engine
1140 in Figure 7 is altered in the alternate embodiment during the
online **operation** Instead of sending alarms to the supervisor when a
difference occurs between a date/time...

...a date/time
achieved (i e Planned Vs Actual), as described in the preferred
embodiment, **operation** 1140 can attempt to find a free time slot such
that the current day schedule...

...the delta
between Planned and Actual completion into account If the workflow
engine succeeds in **operation** 1140, the problem is solved If it does
not, the **task** is left in the pending state, and the problem is resolved
during the offline run...

 12/3,K/18   (Item 18 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00769406   **Image available**
INTEGRATED BUSINESS-TO-BUSINESS WEB COMMERCE AND BUSINESS AUTOMATION SYSTEM
SYSTEME INTEGRE D'AUTOMATISATION DES ECHANGES COMMERCIAUX ENTRE ENTREPRISES
    PAR L'INTERNET
Patent Applicant/Inventor:
  WONG Charles, 14250 Miranda Road, Los Altos Hills, CA 94022, US, US
    (Residence), US (Nationality)
Legal Representative:
  COVERSTONE Thomas E (agent), Burns, Doane, Swecker & Mathis, LLP, P.O.
    Box 1404, Alexandria, VA 22313-1404, US,
Patent and Priority Information (Country, Number, Date):
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  Application: WO 2000US16739 20000616 (PCT/WO US0016739)

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  FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
  LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
  TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
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Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Claims

Claim
... Returns creation statusing Credit/Debit Logistics Engineering
  Order creation A/R aging Assembly/ work flow **Technical   support**
  EFT payment Others on demand Return / service Finance
  A/R status (CR & invoices) Others on...

...Process
  Quotes & AJR status A/P status Departmental
  Requisition request for Customers for Partners functions
  Assignments
  Assembly/manufacturing
  Purchasing/material tracking
  Others on demand
  Hence, Figure 166 represents a basic, universal...supply document to
  represent supply, a
  131
  remarkable simplification and unification of business processes results.
  Engineers , including software **engineers** , because they are able to deal
  with complexity quite readily and take some justifiable pride...

...a vendor invoice percolation process, and using information from the
  MWSs and from PSRI, to **determine** when a particular vendor invoice is
  ready for payment.
  Multi-vendor budgets allow for budget....the same amount, increase the
  amount or decrease the amount. A budget line is then **assigned** for that
  partner or COA. Once a budget has been set, the various people
  responsible...

...user selects one or more budget items within a partner file and clicks
  Submit. The **selected** budget items are then submitted for approval.
  Budget item approval can be performed by partner...item information. A PO
  may then be created, which readies the system to receive the **specified**
  items. A PO can be set for automatic confirmation, automatic validation,
  automatic invoicing, and/or...Tax, accounting
  Accounting CFA (Cash Flow Automation)
  158
  Table 6
  Cyberspace Responsibilities, Tools
  Department

Engineering
Tech   Support
Others
Activities of all of the cyberspace departments are classified in accordance
with a common...

...the system, the system uses
the user ID to look up both the present department/ **assignment** of the user and the historical department/ **assignment** of the user. If there has been no change, the system displays the previous relevant...

...When a change occurs, the previous GTM history is saved for factual analysis. When a **selected** one of multiple function-specific GTM display formats is presented to the user, the display format is validated by user. For example, if the current **task** /assigm-nent of the user is shipping, a shipping GTM display format is displayed to...

...confirmed, the user then proceeds to use the system to carry out the user's **assignment** .
Process Switch
The Open Navigation capabilities of the present system center around data
159
base...

...records of a desired type. In this instance, only those records related to the originally **selected** record(s) are displayed.
Despite the "4t-a-glance, workscope/workflow" organization of displays, new...

...process flow and hierarchically. In the illustrated example, the process flow menu has a first **level** and a second **level** , but any number of **level** may be provided. The use of only two **levels** , however, promotes the objective of a simple, clean, easy-to-navigate user interface. In the illustrated embodiment, first and second **levels** are used to simplify the first **level** by grouping together multiple related menu items in the second **level** .
Menu items are organized sequentially according to business process. In the illustrated embodiment, the business...

...be subject to sales tax. Hence, entries 1, 2, 3 and 4 within the first **level** menu are SFA, Customer, Partner and
160
Tax Table, respectively. The second **level** menu displays all of the types of records in the database under the first **level** category. For example, under the Customer category, the types of records included in the database...

...Customer, Cus
tomer Invoice, Customer Credit Memo, and Customer Payment. When one of these is **selected** , the relevant portion of the appropriate version of the online manual is displayed. While other...

...selects (i.e., at whatever "stop" the user boards the train), the next menu item **selected** from the process switch menu must be the next menu item, representing the next sequential...
...example, if a user selects #8 from process switch, he or she can from there **select** #9 but cannot **select** #7 or # IO. In this manner, a user is systematically guided step by step through...particular, color coding is used to highlight record types that are principally related to the

selected record type, as well as record types affecting (upstream) and record types affected by (downstream) the **selected** record type. For example, red may be used to **indicate** principally related record types, blue may be used to **indicate** upstream record types, and brown may be used to **indicated** downstream record types.
This collection of features facilitates guided exploration and learning, much more effectively...

...separate targeted versions of the on-line manual are provided for users, supervisors, management, training, **engineers** , programmers and consultants. Referring to Figure 2 1, number 2 1, a targeted version of ...

...first is in summary form, providing, for example, field descriptions, shop abbreviations or acronyms, the **significance** of color coding within the screen display, the logical arrangement and flow of the screen...

...versions.
The self-training made possible by process switch and the online manual becomes especially **important** in the context of self-configuration and massive Internet distribution as described previously. Using the...

...a desired function are required to provide the desired function. That is, a person can **select** downward within the process flow represented by the process switch, but not upward. For example...

...which the user was working to be instantly displayed. The help facility may incorporate different **levels** of granularity. For example, if the user requests help during the initial stages of a **task** , then more general inforination regarding that **task** may be displayed. If the user is well into the **task** and request help at a particular field, then more specific information regarding that field may...

...the system effectively. Time, money and user frustration are all saved as compared to conventional **help** - **desk** systems in which the user is required to articulate the problem. More particularly, two qualitatively ...

...to solve the problem at hand with the greatest efficiency. Conventional help methods (e.g., **help** **desks**) fall into the category of episodic help. In one aspect of the invention, the efficiency...

...at the user's convenience. This type of sustained, nurturing help has at least three **important** implications. First, the user is able to track the user's own progress. Intead of using a formal test to **determine** the user's **degree** of mastery, with the associated anxiety, cramming, etc., mastery is guaged continuously during use. The...weakness in the former topic. As time progresses, the number of help queries may decrease, **indicating** increased mastery. The system therefore provides an objective record of the
164
user's historic performance **level** .
A second implication is that the ability of users to readily transition between different responsibilities...

...of the seasoned user, the new user is able to ramp up to a proficient **level** of performance in a shorter period, say, two weeks instead of three months. A third previously described. Such
web delivery may be extended to enable a customer to **select** and have delivered via the web all of the software pieces required to open for...

...agriculture commerce portal is shown. The agriculture commerce portal
serves an agriculture product buying group, **selected** members of which
are shown, including, for example, an IGA (Independent Grocers
Association) member, a...

...por
168
tal is shown. The convenience store commerce portal serves a franchise
buying group, **selected** store members of which are shown.Users interact
with the system via the web to...

...previously described. Supply Chain Management is used to coordinate
activities of distributors and manufacturers. A **significant** component
of the convenience
store business is equipment (e.g., vending equipme

nt, food preparation...

12/3,K/19   (Item 19 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00764243   **Image available**
**INFORMATION PROCESSING METHOD, COLLABORATION SERVER, COLLABORATION SYSTEM,
    AND STORAGE MEDIUM FOR STORING AN INFORMATION PROCESSING PROGRAM**
**PROCEDE DE TRAITEMENT D'INFORMATIONS, SERVEUR ET SYSTEME DE COLLABORATION,
    ET SUPPORT DE STOCKAGE D'UN PROGRAMME DE TRAITEMENT D'INFORMATIONS**
Patent Applicant/Assignee:
  INTERNATIONAL BUSINESS MACHINES CORPORATION, New Orchard Road, Armonk, NY
    10504, US, US (Residence), US (Nationality)
  IBM UNITED KINGDOM LIMITED, P.O. Box 41, North Harbour, Portsmouth,
    Hampshire PO6 3AU, GB, GB (Residence), GB (Nationality), (Designated
    only for: MC)
Inventor(s):
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Legal Representative:
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    Property Law, Hursley Park, Winchester, Hampshire SO21 2JN, GB,
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  Application: WO 2000GB1333 20000407 (PCT/WO GB0001333)
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  AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB
  GD GE GH GM HR HU ID IL IN IS KE KG KP KR KZ LC LK LR LS LT LU LV MA MD
  MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG
  UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 8840

Main International Patent Class: **G06F-017/60** ·
Fulltext Availability:
  Claims

Claim
... collaboration system including a collaboratior server connected to
  both a customer information terminal and an **agent** information terminal,
  the collaboration system comprising:
  (a) the customer information terminal for sending a first message to
  the collaboration server, the first message **giving** instructions to
  perform
  collaboration;
  (b) the collaboration server including (bi) a session management
  table for managing information which **specifies** a session between the
  customer information terminal and the **agent** information terminal and
  next-page information which **specifies** a document to be next displayed
  on
  the customer information terminal; (b2) a session management...

...for
  updating the next-page information in response to receiving a second
  message from the **agent** information terminal, the second message **giving**

  instructions to change information to be next displayed; and (b3) a
  next-page document generation...

...response to a
  next-page request sent from the customer information terminal; and
  (c) the **agent** information terminal for sending a third message to
  the collaboration server, the third message **giving** instructions to
  update the next-page information.
  In accordance with a further aspect of the...

...a system including a collaboration server
  connected to both a customer information terminal and an **agent**
  information
  terminal to hold first information for **specifying** a document to be next
  displayed on a screen of the customer information terminal, the...

...terminal a first message to display an object
  along.v.,ith predetermined information, the object **giving** instructions
  to
  send a next-page request;
  (b) a program code for instructing the collaboration server to
  ulodate the information **specifying** the document to be displayed as next
  page held by the collaboration server in response to receiving a message,
   giving instructions to change the first information, from the **agent**
  information terminal; and
  (c) a program code for instructing the collaboration server to send
  data corresponding to the updated information **specifying** the document
  to
  be displayed as next page in response to the next-page request...

...the
  preferred embodiment of the present invention;
  Figure 6 is a conceptual diagram of an **agent** management table in the
  preferred embodiment of the present invention;
  Figure 7 is a flowchart showing the **operational** procedure of a
  collaboration system in the preferred embodiment of the present
  invention;

Figure 8 is a flowchart showing the **operational** procedure of the collaboration system in the preferred embodiment of the present invention;
Figure 9...

...is an image diagram of a window to be displayed on the screen of an **agent** information terminal in the preferred embodiment of the present
invention; and
Figure 13 is a...

...This floppy disk, etc. or the hard disk drive
13 or a ROM 14 can **give** a command to the CPU or the like in cooperation with an operating system (OS...a voice, the keyboard 6, mouse 7, and keyboard-mouse controller
5 for enabling an **operator** to input data directly, and the CRT 12 for providing visual data to a user...

...in the preferred embodiment of the present
invention includes a customer information terminal 130, an **agent** information terminal 140, and a collaboration server 110. In the preferred embodiment of the present...

...a web browser 131 is
mounted on the information terminal 130. The web browser 131 **specifies** a
uniform resource locator (URL) and transmits a request to a **specified** web server. The web browser 131 also receives a response transmitted from the web server...

...management section 115, a HTML generation section 117, a
document management section 119, and an **agent** management section 121. The web server 111 receives a hypertext transfer protocol (HTTP) request transmitted...
...request in a predetermined format.
The session management section 115 manages the session between an **agent** and a customer and also controls a document to be supplied to a customer.
Figure...

...is basically a dynamic table and holds
information about session ID 311 and session itself (**agent** ID 313 and customer ID 315) and information about control of a display. The information about the session ID 311, **agent** ID 313, customer ID 315, present displayed contents 317, present displayed contents supplement 319,
next 325 are
managed.
The session ID 311 is information for **specifying** a session between a customer and an **agent** . The **agent** ID 313 is information for **specifying** the
agent **assigned** to the session; the customer ID 315 is information for **specifying** the customer corresponding to the **agent** . In the preferred embodiment of the present invention, when the customer has been registered, this customer ID is **assigned** .
The present displayed contents 317 are information for **specifying** a document displayed presently to a customer; the present displayed contents
supplement 319 are information...

...the present page number 319 as a supplement. The

...can convert a path name and send back to
a web server. When security is **important** , for a request to this
specific
path, only a request from a user (and an **agent**) performing
collaboration
is received, whereby a request from a user other than that can also...

...session ID corresponding to the session
management table 310 is not present, an error message, **indicating** that
a
session has been disconnected, is sent to a user. Note that in the...
...to send a customer side a message for displaying
"Please wait for instructions from an **agent** " (step 417). The message is
transmitted to a web browser via the web server 111...321. When the
contents of
the next-page supplement 323 are not "interruption" and the **value** of
the
present displayed contents supplement 319 is less than the number of
pages
of...

...11
When the contents of the next-page supplement 323 are not "interruption"
and the **value** of the present displayed cont

ents supplement 319 is equal to
the number of pages...

 12/3,K/20   **(Item 20 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
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00761432
**METHODS, CONCEPTS AND TECHNOLOGY FOR DYNAMIC COMPARISON OF PRODUCT FEATURES
    AND CUSTOMER PROFILE**
**PROCEDES,   CONCEPTS   ET   TECHNIQUE   DE   COMPARAISON   DYNAMIQUE   DE
    CARACTERISTIQUES D'UN PRODUIT ET DU PROFIL DES CONSOMMATEURS**
Patent Applicant/Assignee:
  ACCENTURE LLP, 100 South Wacker Drive, Chicago, IL 60606, US, US
    (Residence), US (Nationality)
Inventor(s):
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  MITCHELL James D, 3004 Alma, Manhattan Beach, CA 90266, US,
  BARRESE James J, 757 Pine Avenue, San Jose, CA 95125, US,
Legal Representative:
  BRUESS Steven C (agent), Merchant & Gould P.C., P.O. Box 2903,
   Minneapolis, MN 55402-0903, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200073958 A2 20001207 (WO 0073958)
  Application: WO 2000US14459 20000524   (PCT/WO US0014459)
  Priority Application: US 99320818 19990527
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES
  FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
  LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
  TT TZ UA UG UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 151011

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Claims

Claim
...   0 Tool Support and Training
  Repository operations 0 Technical Standards Support
  Equipment installation 0 Developers **Help   Desk**
  Network **operations** 0 Performance Monitoring
  System software * Design Review
  operations 0 General **Technical   Support**
0 IS Liaison
Figure 4
502 504 5
eCommon code/ *Detailed design eTest planning
component...

...Managem Management 1004
  0
  0 0
  CL Program U
  1002 Quality System Cr
  Management Building & **Project** 0
  S Management
  204
  Environmen ro lem 212
  Management Management
  206 27
  Information Management
  rocess...a servic (Reml-time) (Active Profiling) Marketing C@
  Product Details I Speci Order Placement Push **Techn** : -;;rg", Dynamic fly
  Facilitstal FC-ontent Management F@Roqisler for I
  Capab iliti (ousted MessagesI...

...o-& .;·
  Storage (Fu;i5UMnt'17 sayt, Audio Capstillilles Fw ab Even
  3rdparty)
  Directory Services Management& **Operations** Web
  valluallon. 11 n: I M G.Mill 11--1 vVVb Applical
  a Storage of...

...1400 Figure 16
  DISPLAYING A PLURALITY OF ITEMS FOR PURCHASE 1600
  ALLOWING A USER TO **SELECT** A PREDETERMINED SET OF THE ITEMS FOR
  PURCHASE
  1602
  ACCEPTING PAYMENT IN EXCHANGE FOR THE...

...ITEMS 1604
  STORING THE PREDETERMINED SET OF ITEMS 1606
  F
  ALLOWING THE USER TO COLLECTIVELY **SELECT** THE PREDETERMINED SET OF
  ITEMS AT A LATER TIME WITHOUT HAVING TO **SELECT** EACH OF THE ITEMS

INDIVIDUALLY
1608
Figure 16
DEVELOPING A USER PROFILE
DISPLAYING A PLURALITY OF ITEMS FOR PURCHASE / 1611
1
ALLOWING A USER TO **SELECT** A SET OF SIMILAR ITEMS TO COMPARE / 1612
1613
DETERMINING A SET OF FEATURES OF THE SIMILAR ITEMS
UTILIZING THE USER PROFILE TO **DETERMINE** A HIERARCHY OF THE 1614
FEATURES
PRESENTING THE FEATURES IN A PRIORITIZED MANNER IN 1615...

...A COMPARISON OF THE FEATURES BASED ON KEYWORD TAKEN FROM 1621
THE CUSTOMER'S PROFILE
  GIVING A FEATURE **PRIORITY** WHEN A KEYWORD INPUT BY THE USER 1622
MATCHES A FEATURE KEYWORD,
  GIVING FEATURES WITH FEATURE KEYWORDS HAVING MULTIPLE 1623
MATCHES HIGHEST **PRIORITY** AND **RANKING** THE FEATURES
ACCORDING TO THE NUMBER OF MATCHES
ANALYZING THE USER'S WORDS USING A...
...FEATURES
1802
DISPLAYING THE AVAILABLE FEATURES OF THE ITEMS
1803
IF
ALLOWING A USER TO **SELECT** THE AVAILABLE FEATURES OF EACH OF THE ITEMS
TO BE PURCHASED 1804
1806
  DETERMINING A PRICE AND AVAILABILITY OF THE **SELECTED** ITEMS AND THE
  SELECTED FEATURES THEREOF AND DISPLAYING THE SAME
I F
ACCEPTING PAYMENT IN EXCHANGE FOR THE **SELECTED** ITEMS AND THE
  SELECTED FEATURES THEREOF 1808
Figure 18
DISPLAYING A PLURALITY OF ...TO AT LEAST ONE OF
THE ITEMS DISPLAYED FOR PURCHASE 1903
ALLOWING A USER TO **SELECT** THE ITEMS FOR PURCHASE
1904
IF
ACCEPTING PAYMENT IN EXCHANGE FOR THE **SELECTED** ITEMS
1906
Figure 19
PREASSOCIATING ADVERTISEMENTS WITH INDIVIDUAL ITEMS OR WITH 1910
ENTIRE CLASSES OF ITEMS
AUTOMATICALLY DISPLAYING ONE OR MORE OF THE 1911
ADVERTISEMENTS WHEN THE ITEMS ARE **SELECTED** FOR DISPLAY
1912
ROTATING THE ADVERTISEMENTS SO THAT EACH GETS AN EQUAL
AMOUNT OF DISPLAY...

...PROFILE 200
2006
DISPLAYING THE AT LEAST ONE ITEM FOR PURCHASE
ALLOWING THE USER TO **SELECT** THE AT LEAST ONE ITEM FOR PURCHASE
2008
ACCEPTING PAYMENT IN EXCHANGE FOR THE **SELECTED** ITEM
Figure 20 2010
ALLOWING A USER TO REQUEST TO UTILIZE A SOFTWARE PACKAGE 2102...

...DATA
COLLECTING FEEDBACK FROM THE USERS ON THE PROVIDED INFORMATION 2306
1
PROVIDING A SERVICE **SELECTED** FROM A GROUP OF SERVICES INCLUDING: 230
MAINTAINING A CALENDAR OF UPCOMING EVENTS, REMINDING THE...
...THE SET OF FEATURES BASED 2312
ON THE USER PROFILE
2313
ALLOWING A USER TO **SELECT** THE ITEM FOR PURCHASE
2300 Figure 23A
COLLECTING USER INFORMATION SUCH AS SEARCH REQUESTS, 2320...

...OF THE EDUCATION OF THE USERS INCLUDING AT LEAST
ONE OF THE COURSES COMPLETED AND **SCORES** FOR THE COURSES COMPLETED
1410
Figure 25
ALLOWING A USER TO REVIEW EDUCATIONAL PROGRAM OFFERINGS...

...CURRENT 2520
EXPERTISE
RECEIVING STUDENT DEFINED TRAINING GOAL, SUCH AS A SPECIFIC 2521
CERTIFICATION OR **DEGREE** (ADDITIONAL USER INDICIA),
TAKING THE TRAINING GOAL FROM THE STUDENT PROFILE 2522
2523
GENERATING THE...

...REGISTRATION OF A PRODUCT
2
PROVIDING SUPPORT INFORMATION ON THE PRODUCT BASED ON QUERIES
HANDLING **CLAIMS** RELATING TO THE PRODUCT
I
AUTOMATICALLY NOTIFYING USERS OF AT LEAST ONE OF UPGRADES AND...

...Figure 26
PROVIDING COMMERCIAL OFFERINGS FOR A USER TO REVIEW
2611
ALLOWING THE USER TO **SELECT** FROM THE COMMERCIAL OFFERINGS
2612
PROMPTING THE USER TO ENTER USER INDICIA
2613
RECEIVING THE...OBJECT DATA IN THE SYSTEM 3406
STORING THE NETWORK OBJECT DATA IN THE SYSTEM 340
ASSIGNING OF COMMUNITY PROFILE DATA TO A COMMUNITY INCLUDING A
PLURALITY OF USERS IN THE SYSTEM...

12/3,K/25   **(Item 25 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
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00742403   **Image available**
TRANSACTION SUPPORT SYSTEM
SYSTEME D'APPUI DE TRANSACTIONS
Patent Applicant/Assignee:
BOLERO INTERNATIONAL LIMITED, 14th floor, Centre Point, 103 New Oxford
Street, London WC1A 1DU, GB, GB (Residence), GB (Nationality), (For all
designated states except: US)
Patent Applicant/Inventor:
MALLON Paul Michael, 74 Schubert Road, Putney, London SW15 2QS, GB, GB
(Residence), GB (Nationality), (Designated only for: US)

CLARK Lloyd Ashley, 31 Kelso Place, London W8 5QG, GB, GB (Residence), US
    (Nationality), (Designated only for: US)
Legal Representative:
  HAINES Miles John, D. Young & Co., 21 New Fetter Lane, London EC4A 1DA,
    GB
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200055774 A2 20000921 (WO 0055774)
  Application: WO 99GB3091 19990916 (PCT/WO GB9903091)
  Priority Application: GB 996305 19990318; GB 9921236 19990908
Designated States:
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  AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE
  GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
  MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN
  YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 54449

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Claims

Claim
... Terms given special meanings in this document are defined in the
  Rulebook.

  1 1. Basic **Operational** Structure and Processes
  The structure of the present system comprises the message handling unit,
  the...

...of the present system, bulletins and alerts, your account status, and
  similar information; and a **help   desk** for live support by telephone or
  e-mail. 1 5 Further support resources may be...

...00/55774 PCT/GB99/03091
  recyistrv is shown in Fiaure 1A. Some of the more **important** information
  flows are messaging between users, browsing the user support services,
  changing information in the...

...help for use of the present system, all through a simple Web-browser
  interface. Authorized **representatives** of a user may also update certain
  information about the user. Regarding the changing of...

...desktop applications such as Web browsers, these processes have been
  designed for a far greater **level** of reliability and security than is
  common in Internet applications.
  Svstem Securitv
  The present system...anyone with that private key can create the user's
  digital signature. it is very **important** to keep the private key secret
  and secure, much in the way that a check...

...message are D message headers. message part headers, type headers,
  document parts, and message end **indicators** .
  MessacFe headers are lines of text appearing at the beginning of a whole

message to route it (such as -To" or "From"), indicate its "Subject",
indicate to the software how to process it (such as by noting its
"Content-Type"), and serve similar purposes at the level of the message
as a whole. The message headers are prescribed by standards and are...

...Internet mail using the Simple Mail Transport Protocol is RFC 822 of the
Internet Engineering Task Force. Regarding message part headers,
messages are divided into parts in accordance 1 5 with...

...MIME message format is standardized mainly in RFCs 1521 and 1522 of the
Internet En2ineerin2 Task Force. Each part is delimited by a header
noting its content type and the encodincr...

...type header is contained in each message. This is a part of the message
which indicates its type and function within the present system and
conveys data into the present system...
...specific to the present system and is prescribed by the MIME standards.
A messaae end indicator is a line consisting of a single dot marks the
end of the
L@ C
message as a whole. The message end indicator is the standard way of
showing the end of a message according to Internet e...

...although the matter within them (including the type header) is.
The above is summarized by Operational Rule I relating to the form of a
message in the system:
1 5
Overational...

...A user shall disregard a message which does not conform to the
requirements of this Operational Rule, except to the extent that
another rule requires an acknoWedgment of the nonconforming message.
Composing a message into this technical form is a task for the user
systems, rather then the message handling unit or any other components
maintained...

...type headers are usually presented in more readable ways, the type
header forms play an important and definitive role in the I 0 flow of
messages through the message handling unit...

12/TI,AU,AA,AN/1   (Item 1 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

METHODS AND SYSTEMS FOR THE MANAGEMENT OF INSURANCE CLAIMS AND PROPERTY
PROCEDES ET SYSTEMES DE TRAITEMENT DES DECLARATIONS DE SINISTRE ET DES
    BIENS ASSURES
Patent Applicant/Inventor:
  KEANEY Michael William, 43 Longview Drive, Papamoa, Tauranga, NZ, NZ
    (Residence), NZ (Nationality), (Designated only for: US)
  Application: WO 2004NZ65 20040402 (PCT/WO NZ04000065)

12/TI,AU,AA,AN/2   (Item 2 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

PROACTIVE SUPPORT OF A HEALTHCARE INFORMATION SYSTEM
ASSISTANCE PROACTIVE POUR SYSTEME D'INFORMATION DE SOINS DE SANTE
Inventor(s):
  BURT Christopher J, **, US,
  LAWTON Kyle, **, US,
  KEEN Ronald, **, **,
  Application: WO 2003US37579 20031121 (PCT/WO US03037579)

12/TI,AU,AA,AN/3   (Item 3 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

CHANGE NAVIGATION TOOLKIT
BOITE A OUTILS DE NAVIGATION POUR LA PRISE EN CHARGE DE CHANGEMENTS
    ORGANISATIONNELS
Inventor(s):
  JONES Elizabeth C, 9536 Larchcrest Drive, Dallas, TX 75238, US,
  MIHALIAK Charles E, 4721 Columbia Road, Annandale, VA 22003, US,
  Application: WO 2003EP8573 20030731 (PCT/WO EP03008573)

12/TI,AU,AA,AN/4   (Item 4 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

SUPPLY CHAIN NETWORK
RESEAU DE CHAINE D'APPROVISIONNEMENT
Patent Applicant/Inventor:
  LIDOW Derek, 665 East Channel Road, Santa Monica, CA 90402, US, US
    (Residence), US (Nationality), (Designated only for: US)
  Application: WO 2002US38438 20021127 (PCT/WO US0238438)

12/TI,AU,AA,AN/5   (Item 5 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

TECHNICAL SUPPORT SYSTEM TECHNICAL SUPPORT SYSTEM
SYSTEME D'ASSISTANCE TECHNIQUE
Inventor(s):
  UENO Toshio, 314-17, Kasanui, Hanno-shi, Saitama 357-0045, JP,
  Application: WO 2002JP9167 20020909 (PCT/WO JP0209167)

12/TI,AU,AA,AN/6   (Item 6 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**FACILITATING   REALTIME   INFORMATION   INTEREXCHANGE   BETWEEN   A
    TELECOMMUNICATIONS NETWORK AND A SERVICE PROVIDER**
FACILITATION D'ECHANGE D'INFORMATIONS EN TEMPS REEL ENTRE UN RESEAU DE
    TELECOMMUNICATION ET UN FOURNISSEUR DE SERVICE
Inventor(s):
  HUSSAIN Tahir, 3528 Misty Meadow Drive, Dallas, TX 75287, US,
  VAN ELBURG Hans Erik, Hagebeemd 5,4907 DM, NL-Oosterhout, NL,
  HARPANHALLI Kiran, 280 West Renner Road #2825, Richardson, TX 75080, US,
  MAO Xiaohong, 1311 Sherman Court, Allen, TX 75013, US,
  Application: WO 2002US15969 20020520 (PCT/WO US0215969)

 12/TI,AU,AA,AN/7   ·(Item·7 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY
PROCEDE DE MISE EN OEUVRE D'UNE FONCTIONNALITE DE POSTE DE SERVICE
Inventor(s):
  BRETT John, 5 Conrad House, 2 Victoria Place, London E14 8BJ, GB,
  MCVICKER William D, 24 Andamooka St., Fisher A.C.T. 2611, AU,
  ANAND Samir, 4 Springfield Road, Teddington TW11 9AP, GB,
  NUNN Stephen, 2 Hambridge Lane, Newbury, Berks RG145TH, GB,
  RILEY Karen E, 1936 Irving Street, Denver, CO 80204, US,
  Application: WO 2001US51076 20011019 (PCT/WO US0151076)

 12/TI,AU,AA;AN/8   **(Item 8 from file: 349)**
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**SYSTEM AND METHOD FOR AUTOMATING BUSINESS PROCESSES AND PERFORMING DATA
    INTERCHANGE OPERATIONS IN A DISTRIBUTED COMPUTING ENVIRONMENT**
**SYSTEME ET PROCEDE D'AUTOMATISATION DE PROCESSUS D'ENTREPRISES ET DE
    REALISATION D'OPERATIONS D'ECHANGE DE DONNEES DANS UN ENVIRONNEMENT
    INFORMATIQUE DISTRIBUE**
Inventor(s):
  SEHAYEK Ilan, 2613 Carlmont, Belmont, CA 94002, US,
  MENDEZ Carlos, 2105 - 1st Avenue #403, Seattle, WA 98121, US,
  SHAKKED Orr, 15 Sullivan Drive, Moraga, CA 94556, US,
  ROTEM Doron, 22 Williams Drive, Moraga, CA 94556, US,
  NORDBERG Per Henrik, 1675 Geary Road, Walnut Creek, CA 94596-2519, US,
  CHU Shung-Yang Frank, 301 Rugby Avenue, Kensington, CA 94708, US,
  Application: WO 2001US8611 20010314 (PCT/WO US0108611)

 12/TI,AU,AA,AN/9   **(Item 9 from file: 349)**
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

**TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN A
    NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF**
**PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC INFORMATIQUE
    DANS UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTEE, ET
    PROCEDE ASSOCIE**
Inventor(s):
  MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,
  Application: WO 2000US32310 20001122 (PCT/WO US0032310)

 12/TI,AU,AA,AN/10   **(Item 10 from file: 349)**
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF
GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE
Inventor(s):
  MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,
  Application: WO 2000US32324 20001122 (PCT/WO US0032324)

  12/TI,AU,AA,AN/11   (Item 11 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF
PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET PROCEDE ASSOCIE
Inventor(s):
  MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,
  Application: WO 2000US32309 20001122 (PCT/WO US0032309)

  12/TI,AU,AA,AN/12   (Item 12 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE
PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHE ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHE
Inventor(s):
  MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,
  Application: WO 2000US32308 20001122 (PCT/WO US0032308)

  12/TI,AU,AA,AN/13   (Item 13 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

INSURANCE MARKETING METHODS
PROCEDES DE COMMERCIALISATION D'ASSURANCES
Patent Applicant/Inventor:
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    (Residence), US (Nationality), (Designated only for: US)
  GOODMAN Jeffrey Lewis, 260 Bay Street, No. 414, San Francisco, CA 94133,
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    US, US (Residence), US (Nationality), (Designated only for: US)

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, US (Nationality), (Designated only for: US)
Application: WO 2000US32342 20001127 (PCT/WO US0032342)

12/TI,AU,AA,AN/14   (Item 14 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

BUSINESS METHOD AND PROCESSING SYSTEM
PROCEDE COMMERCIAL ET SYSTEME DE TRAITEMENT
Patent Applicant/Inventor:
  SANDERS Aaron M, 58 Wellesley Avenue, Wellesley, MA 02482, US, US
    (Residence), IN (Nationality), (Designated only for: US)
  Application: WO 2000US22548 20000817 (PCT/WO US0022548)
Parent Application/Grant:
  Related by Continuation to: US 99150014 19990820 (CON)

12/TI,AU,AA,AN/15   (Item 15 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR MAINTAINING DATA IN AN
**   E-COMMERCE BASED TECHNICAL ARCHITECTURE**
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DE MAINTIEN DES DONNEES DANS UNE
**   ARCHITECTURE TECHNIQUE DE COMMERCE ELECTRONIQUE**
Patent Applicant/Inventor:
  UNDERWOOD Roy A, 4436 Hearthmoor Court, Long Grove, IL 60047, US, US
    (Residence), US (Nationality), (Designated only for: US)
  Application: WO 2000US20546 20000728 (PCT/WO US0020546)

12/TI,AU,AA,AN/16   (Item 16 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

SYSTEM FOR INSURANCE PAYING FOR COUNTERCLAIMS IN THE EVENT OF IMPROPER
**   LAWSUITS**
SYSTEME DE PAIEMENT D'ASSURANCE POUR DEMANDES RECONVENTIONNELLES EN CAS DE
**   POURSUITES MALVEILLANTES**
Patent Applicant/Inventor:
  SEGAL Jeffrey J, 1 Staunton Court, Greensboro, NC 27410, US, US
    (Residence), US (Nationality)
  Application: WO 2000US21045 20000802 (PCT/WO US0021045)

12/TI,AU,AA,AN/17   (Item 17 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

AUTOMATIC WORK PROGRESS TRACKING AND OPTIMIZING ENGINE FOR A
**   TELECOMMUNICATIONS CUSTOMER CARE AND BILLING SYSTEM**
MOTEUR DE SUIVI ET D'OPTIMISATION D'ACTIVITE AUTOMATIQUE POUR UN SYSTEME DE
**   SERVICE A LA CLIENTELE ET DE FACTURATION DE TELECOMMUNICATIONS**
Patent Applicant/Inventor:
  WOLFINGER Charles, Markgrastrasse 60, D-40545 Dusseldorf, DE, DE
    (Residence), US (Nationality), (Designated only for: US)
  SOTOLA Rene, 2357 Spotswood Place, Boulder, CO 80304, US, US (Residence),
    GB (Nationality), (Designated only for: US)
  Application: WO 99US16442 19990726 (PCT/WO US9916442)

12/TI,AU,AA,AN/18   (Item 18 from file: 349)

INTEGRATED BUSINESS-TO-BUSINESS WEB COMMERCE AND BUSINESS AUTOMATION SYSTEM
SYSTEME INTEGRE D'AUTOMATISATION DES ECHANGES COMMERCIAUX ENTRE ENTREPRISES
PAR L'INTERNET
Patent Applicant/Inventor:
  WONG Charles, 14250 Miranda Road, Los Altos Hills, CA 94022, US, US
    (Residence), US (Nationality)
  Application: WO 2000US16739 20000616   (PCT/WO US0016739)
Parent Application/Grant:
  Related by Continuation to: US 99334688 19990617 (CON)

 12/TI,AU,AA,AN/19   (Item 19 from file: 349)

INFORMATION PROCESSING METHOD, COLLABORATION SERVER, COLLABORATION SYSTEM,
    AND STORAGE MEDIUM FOR STORING AN INFORMATION PROCESSING PROGRAM
PROCEDE DE TRAITEMENT D'INFORMATIONS, SERVEUR ET SYSTEME DE COLLABORATION,
    ET SUPPORT DE STOCKAGE D'UN PROGRAMME DE TRAITEMENT D'INFORMATIONS
Inventor(s):
  OHKADO Akira, 4-3-1 8-1402 Ryokuen, Izumi-ku, Yokohama-shi, Kanagawa, JP,

  Application: WO 2000GB1333 20000407   (PCT/WO GB0001333)

 12/TI,AU,AA,AN/20   (Item 20 from file: 349)

METHODS, CONCEPTS AND TECHNOLOGY FOR DYNAMIC COMPARISON OF PRODUCT FEATURES
    AND CUSTOMER PROFILE
PROCEDES,   CONCEPTS   ET   TECHNIQUE   DE   COMPARAISON   DYNAMIQUE   DE
    CARACTERISTIQUES D'UN PRODUIT ET DU PROFIL DES CONSOMMATEURS
Inventor(s):
  GUHEEN Michael F, 2218 Mar East Street, Tiburon, CA 94920, US,
  MITCHELL James D, 3004 Alma, Manhattan Beach, CA 90266, US,
  BARRESE James J, 757 Pine Avenue, San Jose, CA 95125, US,
  Application: WO 2000US14459 20000524   (PCT/WO US0014459)

 12/TI,AU,AA,AN/21   (Item 21 from file: 349)

A SYSTEM,   METHOD,   AND   ARTICLE   OF MANUFACTURE FOR EFFECTIVELY CONVEYING
    WHICH COMPONENTS OF A SYSTEM ARE REQUIRED FOR IMPLEMENTATION OF
    TECHNOLOGY
SYSTEME,   PROCEDE   ET   ARTICLE MANUFACTURE POUR L'ACHEMINEMENT EFFICACE DES
    COMPOSANTS D'UN SYSTEME NECESSAIRES A LA MISE EN PRATIQUE D'UNE
    TECHNOLOGIE
Inventor(s):
  GUHEEN Michael F, 2218 Mar East Street, Tiburon, CA 94920, US,
  MITCHELL James D, 3004 Alma, Manhattan Beach, CA 90266, US,
  BARRESE James J, 757 Pine Avenue, San Jose, CA 95125, US,
  Application: WO 2000US14457 20000524   (PCT/WO US0014457)   .

 12/TI,AU,AA,AN/22   (Item 22 from file: 349)

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR MANAGING NETWORK DATA IN A

HYBRID NETWORK ARCHITECTURE
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR LA GESTION DE DONNEES DE RESEAU DANS UNE ARCHITECTURE DE RESEAU HYBRIDE
Patent Applicant/Inventor:
  BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
  , US, US (Residence), US (Nationality), (Designated only for: US)
  Application: WO 2000US15238 20000602 (PCT/WO US0015238)

 12/TI,AU,AA,AN/23   (Item 23 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

SYSTEM AND METHOD FOR INFLUENCING A POSITION ON A SEARCH RESULT LIST GENERATED BY A COMPUTER NETWORK SEARCH ENGINE
SYSTEME ET PROCEDE PERMETTANT DE MODIFIER UNE POSITION SUR UNE LISTE DE RESULTATS DE RECHERCHE GENEREE PAR UN MOTEUR DE RECHERCHE DE RESEAU INFORMATIQUE
Inventor(s):
  DAVIS Darren J, 140 W. Union Street, Pasadena, CA 91103, US
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  KURT Todd E, 140 W. Union Street, Pasadena, CA 91103, US
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  PFARNER Preston, 140 W. Union Street, Pasadena, CA 91103, US
  SKOVRAN Steve, 140 W. Union Street, Pasadena, CA 91103, US
  Application: WO 2000US14753 20000526 (PCT/WO US0014753)

 12/TI,AU,AA,AN/24   (Item 24 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

METHOD AND SYSTEM FOR ISSUING AND MANAGING CERTIFICATES OF INSURANCE
PROCEDE ET SYSTEME PERMETTANT DE DELIVRER ET DE GERER DES CERTIFICATS D'ASSURANCE
Patent Applicant/Inventor:
  BATES Rolland C III, 11576 East Ricks Circle, Dallas, TX 75230, US, US
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  CROUCH Lester S, 1120 Melrose Drive, Richardson, TX 75080, US, US
    (Residence), US (Nationality)
  PRENGLER Michael D, 647 Harvest Glen Drive, Richardson, TX 75081, US, US
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  EISENMANN Eugene J Jr, 3621 Dewberry, Plano, TX 75025, US, US (Residence)
  , US (Nationality)
  Application: WO 2000US13512 20000517 (PCT/WO US0013512)

 12/TI,AU,AA,AN/25   (Item 25 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

TRANSACTION SUPPORT SYSTEM
SYSTEME D'APPUI DE TRANSACTIONS
Patent Applicant/Inventor:
  MALLON Paul Michael, 74 Schubert Road, Putney, London SW15 2QS, GB, GB
    (Residence), GB (Nationality), (Designated only for: US)
  CLARK Lloyd Ashley, 31 Kelso Place, London W8 5QG, GB, GB (Residence), US

(Nationality), (Designated only for: US)
Application: WO 99GB3091 19990916   (PCT/WO GB9903091)

12/TI,AU,AA,AN/26   (Item 26 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

METHOD, SYSTEM AND BUSINESS MODEL FOR PERFORMING AN AUCTION
PROCEDE, SYSTEME ET MODELE COMMERCIAL PERMETTANT D'EFFECTUER UNE MISE AUX
    ENCHERES
Inventor(s):
  KIVIMAKI Bjorn,
  Application: WO 99FI1025 19991210   (PCT/WO FI9901025)

12/TI,AU,AA,AN/27   (Item 27 from file: 349)
DIALOG(R)File 349:(c) 2005 WIPO/Univentio. All rts. reserv.

METHOD AND SYSTEM FOR PERFORMING ELECTRONIC AUCTIONS
PROCEDE ET SYSTEME PERMETTANT D'EFFECTUER DES ENCHERES ELECTRONIQUES
Inventor(s):
  KIVIMAKI Bjorn,
  Application: WO 99FI1024 19991210   (PCT/WO FI9901024)

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Set     Items    Description
S1      25041    (TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-
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                 ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTR-
                 E? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HAN-
                 DL?
S2    4009576    DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK???
                 OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPEC-
                 IFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3     834772    ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR -
                 REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4    1936622    TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR
                 CLAIM? ?
S5    3103683    RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LE-
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S6    2209702    IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR -
                 SIGNIFICAN?? OR VALUE
S7     537364    S5(S)S6
S8      70730    S7 AND S4
S9     170533    S2 AND S3
S10      2405    S8 AND S9
S11        14    S10 AND S1
S12        11    S11 NOT PY>2001
S13        11    RD   (unique items)
File    2:INSPEC 1898-2005/Dec W2
        (c) 2005 Institution of Electrical Engineers
File   35:Dissertation Abs Online 1861-2005/Dec
        (c) 2005 ProQuest Info&Learning
File   65:Inside Conferences 1993-2006/Jan W1
        (c) 2006 BLDSC all rts. reserv.
File   99:Wilson Appl. Sci & Tech Abs 1983-2005/Oct
        (c) 2005 The HW Wilson Co.
File  474:New York Times Abs 1969-2006/Jan 03
        (c) 2006 The New York Times
File  475:Wall Street Journal Abs 1973-2006/Jan 03
        (c) 2006 The New York Times
File  583:Gale Group Globalbase(TM) 1986-2002/Dec 13
        (c) 2002 The Gale Group
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Scanned titles and Abstract

13/5/1   (Item 1 from file: 2)
DIALOG(R)File   2:INSPEC

07677361   INSPEC Abstract Number: C2000-09-6110-013
 Title: Acquiring tasks : **a better way than asking?**
  Author(s): Cierjacks, M.
  Author Affiliation: Trier Univ., Germany
  Conference   Title: Human-Computer   Interaction: Ergonomics   and   User
Interfaces.   Proceedings of HCI International '99 (8th International
Conference on Human-Computer Interaction)   Part vol.1   p.1194-8 vol.1
  Editor(s): Bullinger, H.-J.; Ziegler, J.
  Publisher: Lawrence Erlbaum Associates, Mahwah, NJ, USA
  Publication   Date: 1999   Country   of   Publication: USA   2
vol.(xxx+1356+1355) pp.
  ISBN: 0 8058 3391 9   Material Identity Number: XX-1999-02428
  Conference Title: Proceedings of 8th International Conference on Human
Computer Interaction and Special Session on Intelligent Tutoring and
Learning Environments
  Conference Date: 22-26 Aug. 1999   Conference Location: Munich, Germany
  Language: English   Document Type: Conference Paper (PA)
  Treatment: Practical (P)

  Abstract: To supply software tools, a software **engineer** has to know
what workers do on their jobs. The necessary data are derived from
organisational job specifications. As the **tasks** people do are not
necessarily congruent with their instructions, the job specifications may
not be sufficient for proper **task** modelling. There is a broad consensus
among software **engineers** that there is a basic need to do **user - centred**
 engineering. However, as the understanding of the models used in progress
requires a certain amount of specific knowledge, the user's inclusion in
all this is reduced to being asked. As software **engineers** have obtained
many skills on how to model **tasks** and most users have not, a tool for the
user's inclusion in the process should guarantee the same quality of the
model, with no respect to the modeller's previous modelling capacity. There
is a better way than plainly asking. Leaving data sampling and modelling to
to the **task** owner while supporting him through a suitable modelling
technique leads to obtaining a reduced interviewer effect and to more
completeness of the data. It helps to **give** a more error-free model of
reality and extracts a more standardised **level** of description. No
differences were found in the confidence in the modelling. The most
 important finding is that a modelling technique in addition to the
interview helps to decrease interviewer effects. To put it all in a
nutshell, to make **task** owners formalise **task** descriptions has no effect
on the confidence in the correctness of the model, but it saves time and
reduces the influence of the interviewer. (13 Refs)
  Subfile: C
  Descriptors: human factors; modelling; software engineering; software
tools; **task** analysis
  Identifiers: **task** acquisition; software tools; software engineering;
organisational job specifications; **task** instructions; **task** modelling;
user - centred engineering; model quality; data sampling; interviewer
effects; data completeness; error-free model; standardised description
level; model correctness confidence; formalised **task** descriptions
  Class Codes: C6110 (Systems analysis and programming)
  Copyright 2000, IEE

13/5/2   (Item 2 from file: 2)
DIALOG(R)File   2:INSPEC

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Set     Items    Description
S1      21397    (TASK OR TECHNICAL OR TECH OR CUSTOMER OR HARDWARE OR SOFT-
                 WARE)()(SUPPORT OR CARE OR ASSISTANCE) OR (SERVIC? OR HELP? OR
                 ASSIST? OR SUPPORT? OR USER)()(DESK? ? OR CENTER? ? OR CENTR-
                 E? ?) OR HELPDESK? ? OR PHONECENTER OR (CLAIM OR CLAIMS)()HAN-
                 DL?
S2     7345172   DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK???
                 OR SELECT? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPEC-
                 IFIE? ? OR ASSIGN??? OR GIVING OR GIVE OR GIVES OR GAVE
S3     1375810   ENGINEER? ? OR TECHNICIAN? ? OR TECH? ? OR REP OR REPS OR -
                 REPRESENTATIVE? ? OR OPERATOR? ? OR AGENT? ?
S4     2621091   TASK OR TASKS OR ASSIGNMENT? OR PROJECT? ? OR OPERATION? OR
                 CLAIM? ?
S5     6640584   RANK??? OR RATING OR SCAL??? OR SCOR??? OR WEIGHT??? OR LE-
                 VEL? OR DEGREE? OR GRADE?
S6     4566906   IMPORTANCE OR IMPORTAN?? OR SIGNIFICAN?? OR PRIORIT??? OR -
                 SIGNIFICAN?? OR VALUE
S7       70441   S2(7N)S3
S8      217733   S5(5N)S6
S9       14214   S8(S)S4
S10         90   S7(4S)S9
S11          0   S10 AND S1
S12        754   S7 AND S8
S13          1   S12 AND S1
S14          1   RD  (unique items)
File    6:NTIS 1964-2005/Dec W2
           (c) 2005 NTIS, Intl Cpyrght All Rights Res
File    7:Social SciSearch(R) 1972-2005/Dec W4
           (c) 2005 Inst for Sci Info
File    8:Ei Compendex(R) 1970-2006/Dec W4
           (c) 2006 Elsevier Eng.  Info. Inc.
File   14:Mechanical and Transport Engineer Abstract 1966-2005/Dec
           (c) 2005 CSA.
File   34:SciSearch(R) Cited Ref Sci 1990-2005/Dec W4
           (c) 2005 Inst for Sci Info
File   94:JICST-EPlus 1985-2005/Oct W4
           (c)2005 Japan Science and Tech Corp(JST)
File  434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
           (c) 1998 Inst for Sci Info
```

14/3,K/1   (Item 1 from file: 8)

06769019   E.I. No: EIP04128073721
  Title: Traversing system speeds coil staging
  Author: Pennington, J. Neiland
  Source: Modern Metals v 58 n 9 September 2002. p 44-47
  Publication Year: 2002
  CODEN: MOMLAJ   ISSN: 0026-8127
  Language: English

   ...Abstract: finish aluminum, primarily for the HVAC and roofing
markets. As such, the line operator can **select** up to four coils at
random to run on the new blanking line, reducing downtime...